



# **Kansas Public Safety Communications Survey**

**September 15, 2003**

**Report by:**



**2947 SW Wanamaker Dr.  
Topeka, Kansas 66614-4193  
(785) 273-2552**

# TABLE OF CONTENTS

## Communications Survey

Section	Page
<a href="#"><u>Executive Summary</u></a> .....	1
<a href="#"><u>Final Report</u></a> .....	4
<a href="#"><u>Project Overview</u></a> .....	4
Background .....	4
KFMC Project Objectives .....	5
Methods .....	5
<a href="#"><u>Results</u></a> .....	6
Statewide Findings .....	6
By Trauma Council Region .....	7
<a href="#"><u>Interpretation</u></a> .....	10
Communication Needs .....	10
Training/Education Needs .....	10
<a href="#"><u>Possible Interventions</u></a> .....	11
Communication Issues .....	11
Dispatcher EMD Certification .....	11
Dispatcher In-service .....	14
Formal Initial Training Program Consultation .....	14
Link to Emergency Room .....	15
<a href="#"><u>Recommendations</u></a> .....	15
<a href="#"><u>Appendix A</u></a> (Survey Cover Letter) .....	16
<a href="#"><u>Appendix B</u></a> (Technical Notes) .....	18
<a href="#"><u>Appendix C</u></a> (Maps) .....	23
<a href="#"><u>Appendix D</u></a> (Statewide Results) .....	26
<a href="#"><u>Appendix E</u></a> (North East Region Results) .....	35
<a href="#"><u>Appendix F</u></a> (North Central Region Results) .....	44
<a href="#"><u>Appendix G</u></a> (North West Region Results) .....	53

# TABLE OF CONTENTS

## Communications Survey

<b>Section</b>	<b>Page</b>
<a href="#"><u>Appendix H</u></a> (South East Region Results) .....	62
<a href="#"><u>Appendix I</u></a> (South Central Region Results) .....	71
<a href="#"><u>Appendix J</u></a> (South West Region Results) .....	80
<a href="#"><u>Appendix K</u></a> (Question 14).....	89
<a href="#"><u>Appendix L</u></a> (Training) .....	130
<a href="#"><u>Appendix M</u></a> (Applicable Comments).....	134

## **Executive Summary**

### **Objectives**

1)To administer a statewide inventory and needs assessment of Emergency Medical Dispatch Centers; 2)To identify gaps in Emergency Medical Dispatch training, education and inventory of standardized protocol currently in use; 3)To assess cost and potential resources to provide standardized training and education for Emergency Medical Dispatch providers.

### **Design**

A pilot survey was fielded to five Communication Centers for input, the results of which were used to enhance the final survey instrument. An introduction letter preceded two mail surveys and two reminder prompts (one postcard and one phone call) to nonrespondents.

### **Participants**

With the assistance of the Administrator of the Board of Emergency Medical Services, KFMC created a database of Kansas Communication Centers, using selected information from a Kansas Highway Patrol mailing list. Surveys were mailed to all agencies in this database. Additional agencies were identified as a result of the introduction letter and the survey itself, which asked the recipients to notify KFMC if they were not responsible for dispatching in their area and to provide the name of the dispatching agency. These additional agencies also received surveys.

### **Outcome Measures**

The survey consisted of questions in the following three domains: background and administrative; emergency dispatch communications; and training, certifications, and protocols.

### **Results**

Surveys were distributed to 133 agencies with responses received from 117 (88%). The respondents included 94 agencies that dispatched Emergency Medical Services and 10 agencies that only dispatched other types of services such as Fire and Law Enforcement. Thirteen respondents reported they did not dispatch. The findings are based on the 104 survey responses from dispatching agencies.

Background/Administrative: The background/administrative section provided information necessary to build a current database, which includes contact person name and position, telephone number, fax number, e-mail address, and web address. Information was also gathered regarding population service area, square miles of service area, number of emergency calls in 2002, percentage and category of emergency calls, and number of communications personnel. This information allows a greater understanding of the agencies that responded to the survey and may serve as a basis for further study. The statewide number of calls received in 2002 was 1,790,536. On average, 53.8% of these calls were to dispatch Law Enforcement, 24.5% to dispatch EMS, 11.4% to dispatch Fire, 8.3% to dispatch Public Service, and 3.3% to dispatch "Other" types of agencies. Two agencies reported that they did not provide services 24 hours per day, 7 days per week.

**Emergency Dispatch Communications:** The emergency dispatch communication section provided manufacturer and age of radio communications systems, number and types of radio devices, and the types of agencies served and their corresponding dispatch and operational bands. Twenty-two percent of the agencies reported that Law Enforcement, EMS and Fire Departments could not communicate with each other on one radio channel or talk group. Thirty-four percent of the agencies stated they had operational concerns with radio communications between agencies they served and a neighboring state, while forty-five percent reported these types of concerns with neighboring counties. Ninety-five percent of the agencies reported having 911-dispatch capability, but thirty-three percent of this group did not have the enhanced 911. Eighty-nine percent of the agencies report not having global positioning system capabilities. Ninety-seven percent of the agencies report the ability to receive emergency calls directly from wireless cellular telephones. Sixty percent of the agencies reported they were not planning to make major changes to their communications system in the near future. Ninety-two percent of the agencies reported support for the development of a statewide communications plan that would provide inter-agency radio communications among all emergency responders in the event of an incident involving multiple-agency responses.

**Training, Certification, and Protocols:**

The training, certification, and protocol section provided information on potential educational needs. Ninety-two percent of the agencies reported using standard operating procedures to guide dispatchers. Twenty-five percent of the agencies do not provide formal, initial dispatcher training and fifty-five percent do not require dispatchers to obtain annual continuing education. Sixty-one percent of the agencies reported they do not require their dispatchers to successfully complete a program designed to provide pre-arrival instructions to callers requesting EMS assistance, but sixty-two percent of the agencies who did not require the pre-arrival training thought it would be beneficial to their operation.

**Possible Interventions**

**Emergency Dispatch Communications:**

The development and implementation of a Statewide Communication Plan has the potential of alleviating some of the operational concerns identified by the survey. Since ninety-two percent of the survey respondents expressed support for the plan, it seems appropriate to move forward with these efforts. The plan should address interoperability, enhanced 911 (wireline and wireless), and global positioning system needs.

**Training, Certifications, and Protocols:**

The need for formal initial training, continuing education, and Emergency Medical Dispatch certification can be addressed with the assistance of certified Emergency Medical Dispatch Instructors. We recommend these instructors be recruited in each of the Trauma Council Regions to assist agencies that do not have standard operating procedures or formal training programs. In addition, these instructors would provide monthly continuing education via teleconference as well as conduct training sessions necessary for dispatchers to obtain the Emergency Medical Dispatch certification. If these instructors are not available, then one individual, in each Trauma Council Region, with the Emergency Medical Dispatch certification could be sent to an instructor training program at no cost to them, with the expectation that they would return to

provide consultation, education, and training to dispatchers in their region. Initially we recommend this program be implemented as a pilot project in one of the regions.

In addition, we recommend exploring the dispatcher link to the local Emergency Room, which was noted by one of the survey respondents. The respondent stated they have the capability to establish a three-way conference call with the Emergency Room by simply hitting a button on their phone. This allows a three-way conversation between the dispatcher, the caller, and the Emergency Room staff. In this situation, the Emergency Room staff provides the caller with the necessary pre-arrival instruction. While this system may not be available or appropriate for many agencies it should be explored for its potential to assist others.

### **Recommendations**

1. Develop a Statewide Communications Plan that builds upon existing infrastructure, with input from Communication Centers and the agencies they serve.
2. Implement a pilot project in the North East Trauma Council Region (the area of greatest need) to determine if the following interventions are feasible to implement statewide:
  - Dispatcher EMD training
  - Dispatcher continuing education, in-service program
  - Formal initial training program consultation
  - Links to Emergency Rooms

## Project Overview

### **Background**

Kansas has more than 80,000 square miles and a population of approximately 2.6 million. Seventy-five percent of the population resides in 10 of its 105 counties. The majority of Kansas counties are designated by the Kansas Department of Health and Environment (KDHE) as either rural or frontier. This creates a challenge for providing a comprehensive statewide trauma system and affects the availability of education and communication. Eight counties in Kansas do not have a hospital and most of the state, according to KDHE, is medically underserved. Several communities rely on a single physician to provide health care.

KDHE stated in their April 2002 Trauma/EMS Systems State Planning Grant that even though 98% of the population in Kansas is covered by 911, it is not a statewide system. In counties where 911 is not available, there may not be a single access number for EMS. In addition, Kansas does not have common dispatch frequencies. Frequencies vary in each county and many vary between communities within each county. Kansas currently has no designated standardization of training, education, or protocols for providing emergency medical dispatch services.

Kansas has been working towards a statewide trauma system since the 1980's. As a result of legislation in 1999 (K.S.A. 75-5663 et seq), an Advisory Committee on Trauma was established and KDHE was assigned the responsibility as the lead agency in planning, development, implementation, and evaluation of a statewide trauma system plan. Included in this plan was the establishment of Regional Trauma Councils. A trauma fund was established by the 1999 legislature to provide support for the trauma program. The support for the trauma fund comes from a fee placed on motor vehicle moving violations.

The 1999 legislature also established two positions within the Office of Local and Rural Health in KDHE to support the activities of the Trauma Program and created a broad based advisory committee. The Advisory Committee on Trauma (ACT) is advisory to the Secretary of KDHE and the Kansas Board of Emergency Medical Services on the development and implementation of a statewide trauma system. The 24 members of ACT are appointed by the Governor with term limits established for all appointed positions and are representative of both rural and urban areas. In 2002, ACT applied for a Trauma-EMS Systems State Planning Grant.

The Kansas Public Safety Communications Committee was organized as an advisory committee under the Director of the Kansas Division of Emergency Management. The committee, formed in 2002, is charged with achieving communications interoperability among local, state, federal, tribal, and private organizations. Interoperability was defined as the ability of public safety personnel from one public safety agency to communicate by radio with the personnel from other agencies.

In July 2002, the Department of Health and Human Services awarded the KDHE the funding for the Trauma-EMS Systems State Planning Grant. The ACT contracted with the Kansas Foundation for Medical Care Inc. (KFMC) to conduct a statewide inventory and needs assessment of emergency medical dispatch centers.

## **KFMC Project Objectives**

1. Administer a statewide inventory and needs assessment of EMD centers.
2. Identify gaps in EMD training, education and standardized protocols currently in use.
3. Assess costs and potential resources to provide standardized training and education for EMD providers.

## **Methods**

### **Refinement and Pilot Testing of Survey**

KFMC began working with the Director of the Kansas Trauma Program and the Administrator of the Kansas Board of Emergency Medical Services in March 2003. At that time, the framework of a questionnaire had been developed which KFMC further refined. The survey was piloted to five Communication Centers and the comments from the respondents were used to formulate the final version of the survey instrument.

### **Mailing List**

With the assistance of the Administrator of the Board of Emergency Medical Services, KFMC created a database of Kansas Communication Centers, using selected information from a Kansas Highway Patrol mailing list. Further mailing information regarding potential Emergency Dispatch Centers was solicited through a pre-notification letter and the survey tool itself.

### **Survey Process**

- All agencies in the database received a letter, introducing the survey, from the Administrator of the Board of EMS and the Director of the Kansas Trauma program (See Appendix A). The letter preceded the survey mailing by about 10 days.
- All agencies in the database were mailed a survey, including those added to the database after the first survey mailing.
- A survey tracking system was established to identify non-responders (See Appendix B for technical notes).
- Two reminder prompts (one postcard and one phone call) plus an additional survey mailing were employed to optimize the response rate.
- Validation of the data entry process and quality data responses, using specific rules, were used to assure data accuracy and validity.
- An analytic plan was developed to produce the results (See Appendix B for technical notes).

### **Response Rate**

Surveys were distributed to 133 agencies with 117 agencies responding (88%). The group of respondents included 94 agencies who dispatch EMS and 23 who do not. Ten of these 23 agencies noted they dispatched other types of services and identified them. The remaining 13 agencies did not dispatch EMS or other types of services; these agencies were not included in the analysis. Therefore, the number of respondents included in the analysis and results was 104 agencies. Counted among the 16 non-responding agencies was one who declined to participate due to pending reorganization and two who



submitted their surveys too late to be included in the analysis. The table below provides the response rate information by Trauma Council Region.

<u>Region</u>	<u>Surveys distributed</u>	<u>Surveys returned</u>	<u>Percent Returned</u>
NE	44	36	82
NC	12	12	100
NW	22	22	100
SE	16	13	81
SC	21	17	81
SW	18	17	94

The first map in Appendix C identifies the Trauma Council Regions. The second map designates the location and the response status of the 133 agencies that received a survey. The third map plots the agencies who dispatch services and their proximity to acute care and critical access hospitals.

## Results

The following is a summary of the statewide and Trauma Council Region results. Please refer to Appendix D for detailed Statewide results that are contained within each question. Frequencies and percentages are provided using the survey tool format. This allows the reader to refer to the specific question when reviewing the results. Results for the Trauma Council Regions are in Appendices E – J; North East (E), North Central (F), North West (G), South East (H), South Central (I), South West (J). Appendix K includes a summary table for each region regarding question 14, which asks the dispatcher to list the agencies they serve and their operational and dispatch bands. Also in Appendix K is a detailed listing of the actual responses. Appendix L includes educational information, by trauma region, related to Questions 27 – 29. Appendix M includes all applicable comments related to survey questions. Agency specific data will be provided to the Director of the Kansas Trauma Program and the Administrator of the Board of Emergency Medical Services.

### **Statewide findings**

#### Top Priority Issues

- 23 of 104 agencies (22.1%) reported Law Enforcement, EMS, and Fire Departments can not communicate with each other on one channel or talk group
- 35 of 104 agencies (33.7%) have operational concerns with radio communications between agencies they serve and a neighboring state
- 47 of 104 agencies (45.2%) have operational concerns with radio communications between agencies they serve and a neighboring county
- Lack of funding was noted as a major problem by 50% of the responding agencies
- 33% of the agencies with 911-dispatch capability do not have E911
- 93 of 104 agencies (89.4%) do not have GPS capability
- 26 of the 104 agencies (25%) do not require formal dispatcher training (either by their agency or other agencies/companies)

- 57 of 104 agencies (54.8%) do not require annual continuing education for dispatchers
- 63 of 103 agencies (61.2%) do not require dispatchers to complete a program designed to provide pre-arrival instructions to callers requesting EMS assistance

#### Second Priority Issues

- 2 agencies do not have 24 hour/7 day per week service (one of these transfers calls to the Police Department)
- 5 of 104 agencies (4.8%) do not have 911-dispatch capability
- 3 of 104 agencies (2.9%) are not able to receive emergency calls directly from wireless cellular phones
- 8 of 104 agencies (7.7%) do not use standard operating procedures to guide dispatchers in determining what type of response/help is needed

#### Other important findings

- 62 of 104 agencies (59.6%) do not plan to make major changes to their communications system in the near future
- 92 of 100 agencies (92%) support the development of a statewide communications plan
- 38 of the 63 agencies (60.3%), who do not require dispatchers to complete a pre-arrival instruction program, said the program would be beneficial to their operation

#### Statewide findings broken down by Trauma Council Region

- Of the 2 agencies who do not have 24 hour/7 day per week service, one is in the NW Region and one is in the NE region
- The 23 agencies who reported that Law Enforcement, EMS and Fire Departments could not communicate with each other on one radio channel or talk group are located in the following Trauma Council Regions:

North East	12
North West	4
South Central	3
North Central	2
South West	2

- The 35 agencies who reported an operational concern with radio communications between agencies served by their communications center and a neighboring state are located in the following Trauma Council Regions:

North East	9
North West	7
South West	6
South East	5
South Central	5
North Central	3

- The 47 agencies who reported an operational concern with radio communications between agencies served by their center and a neighboring county are located in the following Trauma Council Regions:

South Central	11
North East	10
North West	8
South West	7
South East	6
North Central	5
- The 5 agencies who reported they did not have 911-dispatch capability are located in the following Trauma Council Regions:

North East	4
North West	1
- The 33 agencies who reported they had 911-dispatch capability, but not E911 are located in the following Trauma Council Regions:

South West	8
North West	7
South Central	5
North East	5
South East	4
North Central	4
- The 11 agencies who reported they had global positioning system capability are located in the following Trauma Council Regions:

North East	6
North Central	3
South East	1
South Central	1
- The 3 agencies who reported they were not able to receive emergency calls directly from wireless cellular telephones are located in the following Trauma Council Regions:

North East	2
North West	1
- The 62 agencies who reported they were not planning to make major changes to their communications system in the near future are located in the following Trauma Council Regions:

North East	14
South West	14
North West	14
South Central	8
North Central	7
South East	5

- The 8 agencies who reported they would not support the development of a statewide communication plan are located in the following Trauma Council Regions:

North West	3
North East	2
South West	2
North Central	1
- The 8 agencies who reported they did not use Standard Operating Procedures to guide dispatchers in determining what type of response/help is needed are located in the following Trauma Council Regions:

North West	3
South Central	2
South West	1
North Central	1
North East	1
- The 26 agencies who reported they did not require formal initial training for dispatchers are located in the following Trauma Council Regions:

North West	8
North East	7
South East	5
South West	4
South Central	1
North Central	1
- The 57 agencies who do not require dispatchers to obtain annual continuing education are located in the following Trauma Council Regions:

North East	19
South West	12
North West	10
North Central	7
South East	5
South Central	4
- The 63 agencies who do not require dispatchers to successfully complete a program designed to provide pre-arrival instructions to callers requesting EMS assistance are located in the following Trauma Council Regions:

North East	24
North West	12
South West	11
South East	6
North Central	6
South Central	4

- The 23 agencies who reported they did not require pre-arrival instruction training and did not think it would be beneficial to their operation are located in the following Trauma Council Regions:

North East	11
South West	5
North West	3
South Central	2
North Central	1
South East	1

## Interpretation

### **Communication Needs**

The survey identified six areas where noteworthy problems with communications existed. These areas were:

1. The inability of Law Enforcement, EMS and Fire Departments to communicate with each other on one radio channel or talk group. Twenty-two percent of the dispatching agencies reported this was not possible.
2. Operational concerns with radio communications between agencies served by the dispatching center and a neighboring state. Nearly thirty-four percent of the dispatching agencies reported they had these types of operational concerns.
3. Operational concerns with radio communications between agencies served by the dispatching center and a neighboring county. Forty-five percent of the dispatching agencies reported they had these types of operational concerns.
4. Lack of enhanced 911. Thirty-three of the ninety-nine agencies with 911-dispatch capability do not have enhanced 911 service for wireline calls.
5. Lack of global positioning system capability. Eighty-nine percent of the dispatching agencies reported they did not have global positioning system capability.
6. Various wireless 911 issues.

### **Training/Education Needs**

The survey identified concerns in the following three areas:

1. Initial Dispatcher Training  
Twenty-five percent of the agencies do not have formal training courses for dispatchers to learn the communications system and determine what type of response/help is needed. Formal training was defined based on survey responses to Question 27 of “Formal training course provided by your agency” and “Training provided by other agencies/companies.” The tables noting the distribution by Trauma Council Region of the agencies who do not provide formal, initial dispatcher training can be found in Appendix L. Based on a combination of the number of agencies without formal initial training, population, and volume of calls per year, the greatest need is in the North East region.

2. Continuing Dispatcher Education

Nearly fifty-five percent of the agencies do not require dispatchers to obtain annual continuing education. The tables noting the distribution by Trauma Council Region of the agencies who do not require annual continuing education can be found in Appendix L. Based on a combination of the number of agencies not requiring continuing education, population, and calls per year, the greatest need is in the North East region.

3. Emergency Medical Dispatch Pre-arrival Training

Sixty-one percent of the agencies do not require dispatchers to complete a program designed to provide pre-arrival instructions to callers requesting emergency medical assistance. The tables noting the distribution by Trauma Council Region of the agencies who do not require dispatchers to obtain pre-arrival instruction training can be found in Appendix L. Based on a combination of the number of agencies not requiring EMD training, population, and calls per year, the region with the greatest need is the North East.

### Possible Interventions

#### **Communication Issues**

The development of a Statewide Communications Plan may hold the key to resolving some of the operational issues. Since ninety-two percent of the survey respondents were in favor of such a plan, it seems appropriate to move forward with these efforts. The first step would be to establish a process where agencies would have input in all stages of plan development. The plan should address interoperability, enhanced 911 (wireline and wireless), and global positioning system needs. To work towards improved interoperability, Communication Centers, the agencies they serve, and surrounding counties need to be involved in the discussion.

#### **Dispatcher EMD Certification**

The agencies that reported they do not require EMD training are composed of 440 full-time, 87 part-time, and 3 volunteer employees. The following table represents the employee breakdown by Trauma Council Region:

<b>Region</b>	<b>Full-time</b>	<b>Part-time</b>	<b>Volunteers</b>
NE	245	31	0
NC	24	11	0
NW	57	21	2
SE	25	6	0
SC	24	5	0
SW	65	13	1

The following is a description of four dispatcher education programs and their associated costs, which do not include travel and lodging. None of the programs listed below are currently available on-line:

- National Communications Institute offers a 3 day EMD training course for \$395 per person and a 4 day EMD Instructor training course for \$495 per person. The training is conducted by contract only and two free seats are available to an agency that hosts the training, which includes at least 15 attendees. Once certified, the EMD Instructors would be allowed to charge tuition for EMD training, provided they pay NCI the normal certification and course materials fee of \$60 per person.
- APCO Institute offers a 4 day EMD Training course for \$259 per person. Attendees are required to be CPR certified and have attended an APCO approved basic telecommunicator training course. In addition, a 5 day EMD Instructor Course is offered for those who have completed the EMD course. The cost of the EMD Instructor course is \$459 per person. It should be noted that certified instructors are not allowed to conduct classes outside of their agency unless it is done through prior arrangement.
- Priority Dispatch offers a 3 day EMD course for \$295 per person. It is recommended that CPR training be completed prior to taking this training. The EMD Instructor certification process involves the following:
  1. Basic qualifications include: ALS certification, instructional education, personnel training, and medical dispatching experience
  2. Prerequisites: EMD certification, 3 letters of formal recommendation, application and curriculum vitae
  3. After written contract approval from the Academy, the candidate will attend and/or participate in the instruction of 4 EMD 3-day courses
  4. Formal positive written evaluation and recommendation for certification by Academy
  5. When appropriate and available, attend both a 12-hour EMD-Q Certification Course and a 8-hour National Executive Certification Course (recommended)
  6. Certification – Eligible (provisional status)
  7. Attend Instructor Update Seminar offered twice each year
- Powerphone offers a 3 days EMD course for \$349 per person. For large groups, training can be contracted to be held at the agency location. Free training slots can be obtained by hosting a training course. Powerphone does not offer an EMD Instructor course. PowerPhone is planning a computer based recertification program.

The cost of providing EMD training to all 530 employees in these six regions is noted below by Dispatcher Training Program:

Company	Cost	Comments
National Communications Institute	\$209,350	
APCO	\$137,270	Does not include the cost of CPR certification and the basic telecommunicator course
Priority Dispatch	\$156,350	Does not include the cost of CPR certification.
Powerphone	\$184,970	

The above costs do not include travel, lodging, meals, etc. which would be incurred by attendance at an off-site seminar. It would seem more practical to fund the cost of an individual, who currently has the basic EMD certification, to attend the EMD Instructor course. One individual from each Trauma Council Region could be trained as an instructor with the expectation they would provide onsite training for other dispatchers in their regions. It appears that the National Communications Institute (NCI) program would be appropriate for this scenario, since they appear to provide more flexibility regarding regional use of certified trainers.

Currently, the cost of the four day EMD Instructor course is \$495 per person. It is advised the instructor maintain a membership in the National Emergency Communications Trainers Association (NECTA), at a current cost of \$195 annually. Therefore, initial costs for training six instructors and membership dues would be approximately \$4,140. Thereafter, annual membership dues would be approximately \$1,170 for the six instructors.

Depending on where NCI training is available at the time, the costs of travel and lodging would vary. According to the NCI website ([www.nciusa.com](http://www.nciusa.com)), there is an Emergency Medical Dispatch Instructor course available October 27-29, in New Jersey. After this EMD Instructor course, no others are listed through April 2004. Travel costs for six people, including airfare, rental vehicle, hotel, per diem, could potentially range from \$4,600 to \$6,000. Thus, the total potential costs for training six people could range from \$8,700 to \$10,000.

Once trained, the new EMD Instructors would begin providing EMD training for dispatchers in their regions. NCI requires their instructors to use NCI course materials at a current cost of \$60 per student. This fee includes a course manual, test, answer keys, roster, evaluation forms, and a NCI national certificate for each participant. The total cost of course materials for the 524 staff (excluding the six trained instructors) needing EMD training would be \$31,440.

The costs for the EMD Instructors' time would include wages, travel and per diem. The state's costs would depend on the total number of training sessions provided by the Instructors. The cost for one session would include approximately 40 hours of Instructor time, (8 preparation hours for coordination with NCI, student enrollment, course preparation; 24 course delivery hours; and 8 post-course hours for grading tests, reviewing evaluations etc.). At around \$15 per hour, the wages for one session would be approximately \$600. Travel and per diem would depend on where the course was being provided. If an instructor were to provide the course separately to each of the 63 agencies needing EMD training, the approximate instructor wages would come to \$37,800; excluding travel and per diem. Cost efficiencies could be obtained if agencies were able to come together for larger group training.

The total approximate Kansas costs could range from around \$78,000 to \$80,000, not including the instructor travel and per diem costs when providing dispatcher training or administrative time from the organization providing oversight/coordination.

There could be various efficiencies to be considered. For instance, it may be more cost efficient to hire one statewide trainer, paying for their EMD Instructor certification. This person could then provide on-site or regional EMD courses. Costs of EMD Instructor certification, and annual



NECTA membership for six Instructors would be reduced to one, saving around \$8000. However, this may also decrease the ability to individualize courses per region.

Further exploration could occur regarding the use of Distance Learning, through Kansas University or Kansas Department of Health and Environment, which could provide further cost efficiencies in terms of travel and per diem costs for the instructor. In this case, one person (instead of six) could attend the EMD Instructor course and then provide training statewide. Each Trauma Council Region could have a designated facilitator to participate in the distance learning sessions and assist in addressing aspects specific to their regions. The amount of time and travel involved for agency staff, receiving training from the statewide EMD Instructor, would depend on locations of down-link sites.

### **Dispatcher In-service**

In-service education provided by certified EMD Instructors offers the potential of addressing many of the dispatcher continuing education needs. Instructors could be recruited from each of the Trauma Council Regions they work in. The education topics would be identified through a simple agency survey, which asks Agency Directors to rank their top 5 dispatching concerns. The education would be unique to each Trauma Council Region and be tailored to the concerns of their dispatching agencies. The educational sessions could be 30 minutes monthly and conducted via teleconference over the lunch hour. Agencies would be able to dial a toll-free number to access the in-service. A recorded copy of the in-service would be available to those who were not able to participate. Utilization of the educational opportunities would be monitored by the Teleconference Operator's log. The EMD Instructors could be reimbursed for each of the sessions they conduct. If no currently certified EMD Instructors can be recruited to provide the in-services, then a member in each Trauma Council Region who has the basic EMD certification could have their expenses paid to become an EMD Instructor, with the expectation they would provide the dispatcher in-service for other dispatchers in their regions.

The current cost of training 6 EMD Instructors was noted earlier in this report to be around \$8,700 to \$10,000. The current annual cost of providing the monthly dispatcher education sessions via teleconference (using Kansas Regents Network) involve the following:

1. Telephone network charge of 30 cents per minute per caller for 30 minutes. The annual cost of 104 agencies joining their regional calls would be \$11,232.
2. Twelve dollars per session per region, for a tape recording of the call (\$864).
3. Payment of \$50 per session (\$3,600 annually) to the EMD Instructor providing the in-service (including preparation time).
4. Cost of support services for marketing and organizing the sessions.

### **Formal Initial Training Program Consultation**

EMD Instructors in each of the Trauma Council Regions could be recruited to participate in a program designed to provide assistance to those agencies in their region that do not have formal initial dispatcher training programs. This service would be provided at no charge to the agency. The EMD Instructor would go onsite for one working day to review the current training program and to offer suggestions for improvement. Follow-up would be provided as needed. The EMD Instructor could be reimbursed at a per hour (approximately \$15) rate and for their travel and lodging expenses. If no currently certified EMD Instructors can be recruited for this consulting

activity, then a member who has the basic EMD certification should have their expenses paid to become an EMD Instructor, with the expectation they would provide the formal training consultation for other agencies in their regions. The current cost of training 6 EMD Instructors was noted earlier in this report to be \$8,700 to \$10,000.

There are 26 agencies that reported in the survey they did not have formal initial dispatcher training programs. At approximately 16 hours per agency, the instructor wages would total around \$6,240, not including administrative, travel and per diem costs.

### **Link to Emergency Room**

One of the survey respondents provided an interesting response to Survey Question 29b, which asks if they think EMD pre-arrival instruction training would be beneficial to their operation. Their response was no, since they were linked to the local Emergency Room, which provided the pre-arrival instruction to callers requesting EMS assistance. Apparently, their phone system is set up to establish a three way call with the Emergency Room by simply pressing a button on the telephone. The calls are answered and direction provided by the Emergency Room staff. This collaborative approach could reduce the need for EMD training.

The cost of this intervention needs to be explored further with the agency that has this system in place. A conference call between the Agency Director and the Advisory Committee on Trauma needs to be established to find out more about this process.

## **Recommendations**

Due to the fact that 92% of survey respondents were in favor of development of a Statewide Communications Plan, KFMC recommends that a plan be developed that builds upon existing infrastructure.

Due to the extensive nature of the possible interventions, KFMC recommends a pilot project be implemented in the North East Trauma Council Region to determine if the following recommended interventions are feasible to implement statewide:

- Dispatcher EMD training.
- Dispatcher in-service program.
- Formal initial training program consultation.
- Links to Emergency Rooms.

The North East Region is targeted for the pilot due to the volume of agencies in need of training/education and the large volume of calls they receive. The cost of the North East region pilot is reflected below:

- Approximate training costs for 1 EMD Instructor – Currently \$1,450 - \$1,700.
- Basic EMD course materials for 276 agency employees – Currently \$16,560.
- Instructor wages for providing EMD training to 24 agencies - \$14,400.
- Cost of 12 monthly telephone in-services for 31 agencies – Approximately \$4,100.
- Seven days of on-site consultation for initial formal training program, and seven follow-up days – Approximately \$1,700.
- Administrative cost for program coordination.

# **Appendix A**

---

## **Survey Cover Letter**



# K A N S A S

RODERICK L. BREMBY, SECRETARY

KATHLEEN SEBELIUS, GOVERNOR

## DEPARTMENT OF HEALTH AND ENVIRONMENT

April 14, 2003

Name  
EMS Center  
Address  
City, State, Zip

Dear:

The Kansas Public Safety Communications Committee (PSCC) and the Kansas Advisory Committee on Trauma (ACT) requests your participation in an important survey of public safety communications systems across the state. The Kansas PSCC has been organized as an advisory committee under the Director of the Kansas Division of Emergency Management. The committee, formed in 2002, is charged with achieving communications interoperability among local, state, federal, tribal, and private organizations with a public safety mission. *Interoperability* refers to the ability of public safety personnel from one public safety agency to communicate by radio with the personnel from other agencies. The Kansas ACT, formed in 1999, is advisory to the Secretary of Kansas Department of Health and Environment (KDHE) and the Kansas Board of Emergency Medical Services (KSBEMS) on the development and implementation of a statewide trauma system.

We have asked the Kansas Foundation for Medical Care, Inc. (KFMC) to administer the Kansas Public Safety Communications Survey, which is designed as a needs assessment and inventory of the current status of emergency dispatch in Kansas. The survey will identify needs related to public safety interoperability, wireline and wireless emergency calls, and dispatcher training. Your responses are very important to us, as they will help us determine the areas for improvement. We will use the overall summary of survey results to help raise issues to a statewide priority. In the coming months, the Kansas PSCC will be briefing state legislators and co-hosting a statewide interoperability conference. The Kansas ACT will be working to enhance capacity and promote collaboration between communications centers and health providers.

**If you know of any other emergency communications (dispatch) centers in your county, please notify Steve Blackwell, KFMC Project Manager, at 1-800-432-0770.** We want to make sure all centers in Kansas receive a survey. You should receive the Statewide Communications Survey from KFMC within the next ten days. We appreciate your taking time to give us your valuable feedback.

Sincerely,

David Lake  
Chairperson, Kansas PSCC  
Kansas Board of Emergency Medical Services

Rosanne Rutkowski  
Director, Kansas Trauma Program  
Kansas Department of Health and Environment

DIVISION OF HEALTH  
Office of Local and Rural Health  
CURTIS STATE OFFICE BUILDING, 1000 SW JACKSON ST., STE. 340, TOPEKA, KS 66612-1365  
Voice 785-296-1200 Fax 785-296-1231 <http://www.kdhe.state.ks.us/olrh>

# **Appendix B**

---

## **Technical Notes**

## Technical notes

### Database

The EMS Application is composed of database and interface.

This Access database mainly contains three parts:

1. Agency information - documents the contact information of dispatch agencies
2. Survey results - records the results from the recorded surveys
3. Tracking status - captures the history of tracking status of each agency, using the following tracking status codes:
  - 00 - Agency added
  - 01 - Initial letter mailed
  - 02 - Not a dispatching agency
  - 03 - No longer dispatch
  - 04 - Refused to participate
  - 05 - First survey mailed
  - 06 - Reminder postcard mailed
  - 07 - Second survey mailed
  - 08 - Survey received
  - 09 - Survey entered

The tracking status allowed reminder prompts to be sent only to agencies who had not responded to the survey.

The interface provides three functions:

1. Agency maintenance - allows project manager to manage agency information (Add and Modification)
2. Data entry - allows data entry staff to enter survey results
3. Survey report - allows project manager to create survey reports (Tracking summary report, Tracking detail report, Not a dispatching agency report, Agency refused to participate report, Survey not received report and Survey not entered report)

For quality control of agency information, several rules were applied:

1. When adding a new agency, the agency name, address, city, state, zip code, contact first name and last name, phone are required. Otherwise the result was not saved.
2. For the "Tracking" in the "Agency maintenance" form, only tracking code 03 and 04 could be manually entered. Other codes were added automatically by the application.

For data entry quality control, several rules were applied:

1. All surveys were identified by kfmcid
2. Text fields had to be filled exactly the same as in the survey
3. Questions Q4 through Q30 were required for data entry
4. For single-choice questions, used 01 - Answer 1; 02 - Answer 2; ...; 76 - Answer 76; 77 - Appropriate Skipped; 88 - Multiple selected; 99 - Missing (No Answer).  
For multiple-choice questions, used 01 - checked; 02 - Unchecked
4. The application checked if the data entered were valid. If not valid, warning messages would be displayed and the results were not allowed to save. The application provides functions for auto-skipping certain fields if those fields should have been skipped.
6. After survey data were entered and passed the validation, the application auto-filled the tracking status in the tracking table ("Survey entered" or "Not a dispatching agency").

## Quality Control for Data Entry

### 2003 EMS Survey

**Accuracy of the data entry should be checked for the first ten mail surveys by the project manager. Any errors that are identified should be discussed with the data entry clerk to determine if one of the following is needed: additional training, more specific written instructions, or programming adjustments. For the remainder of the data entry, the quality checks will consist of a 5% random sample of the weekly data entry or a minimum of one survey. The checks will be performed by the supervisor, clerical support services or another designated data entry clerk. However, at any time the project manager may randomly check additional surveys. Please record the results on the form below and route a copy of the results to the project manager after the survey cut off date 06/09/2003. When recording the case number use the last four digits of the bar code number on the survey label. If there are no errors on the data entry record a "C." If any errors are identified record an "E" with the survey question number that resulted in the error.**

[illegible]

### **Data Entry Validation**

A data entry validation process was implemented to insure the data available for analysis was accurate. This procedure is documented on the Data Entry Quality Control form found on the previous page of this report. Thirty-three entered surveys were reviewed for data entry validation during the course of the project. Each survey contained 128 data entry fields. Eighteen discrepancies or 0.43% were noted and corrected. Thirteen of the 18 errors, or 0.31%, involved spelling and 5 errors, which represented 0.12%, involved selection of an incorrect value.

### **Data analysis**

#### Data Cleaning and Formatting

Survey data was read into SAS from four Microsoft Access tables, one containing survey data from all questions except 14, one with only question 14 survey data, one with agency information, and one containing tracking information. Two Microsoft Excel tables were imported into SAS, one containing data to match cities with counties, and another to match counties to their respective trauma council region. Two new data sets were created, one for question 14 and one for all other survey questions, and these sets contained all information for each agency sent a questionnaire, whether the agency responded or not. This included the agency's address, county, trauma council region, whether the survey was complete, and all answers to the survey questions. These data sets were used for all subsequent analysis. Next, data cleaning and formatting was done. This included changing all data to uppercase, adding labels for each question, and adding question specific formats to aid in the presentation of data.

#### Analysis

First, simple question frequencies were run. For each question in the survey, the number and percentage of agencies reporting each answer was given. This was done statewide and for each of the six regions. Next, chi-square analysis was done for certain questions by region. However, for some of these questions, the cell frequencies were very small, and a Fischer's Exact test may have been more precise. Unfortunately, the computation time for SAS was so great it was not feasible to perform this analysis, so only the chi-square results were computed. Next, those questions dealing with training and education were examined in greater detail. Three sets of tables were created, one each for initial training, continuing education, and pre-arrival instructions. Data was grouped by trauma region, and contained the number of calls received per year and the total population of the region. Then, separate analysis was done for survey question 14. Data was grouped to see which agencies in a region used which dispatch and operational bands. Next, a listing of comments for each question in the survey was created, and these comments were sorted by agency and region. Finally, cross tabular frequencies were run to answer the following questions: the response rate by region, the population without access to 911, the population without access to enhanced 911, the number and type of radio devices by region, the number of calls and population of areas with no EMD program, the number of agencies without an EMD program who think it would be beneficial, the average number and type of continuing education hours required, and the ratio of calls to population of service area. From this analysis, several reports were created using Microsoft Word and Microsoft Excel.

#### Mapping Analysis Summary

The cleaned and formatted survey data file was taken from the analyst and first run through an application called MapMarker in order to be "geocoded." MapMarker takes the address information and attempts to assign latitude and longitude coordinates to each location. Most addresses are in MapMarker's database of addresses, and identical matches are found. However, at times there is not an exact match, and MapMarker then assigns the location of the zipcode "centroid" (the physical center of the zipcode) to the location. When this happens, the



Appendix B  
**Technical Notes**

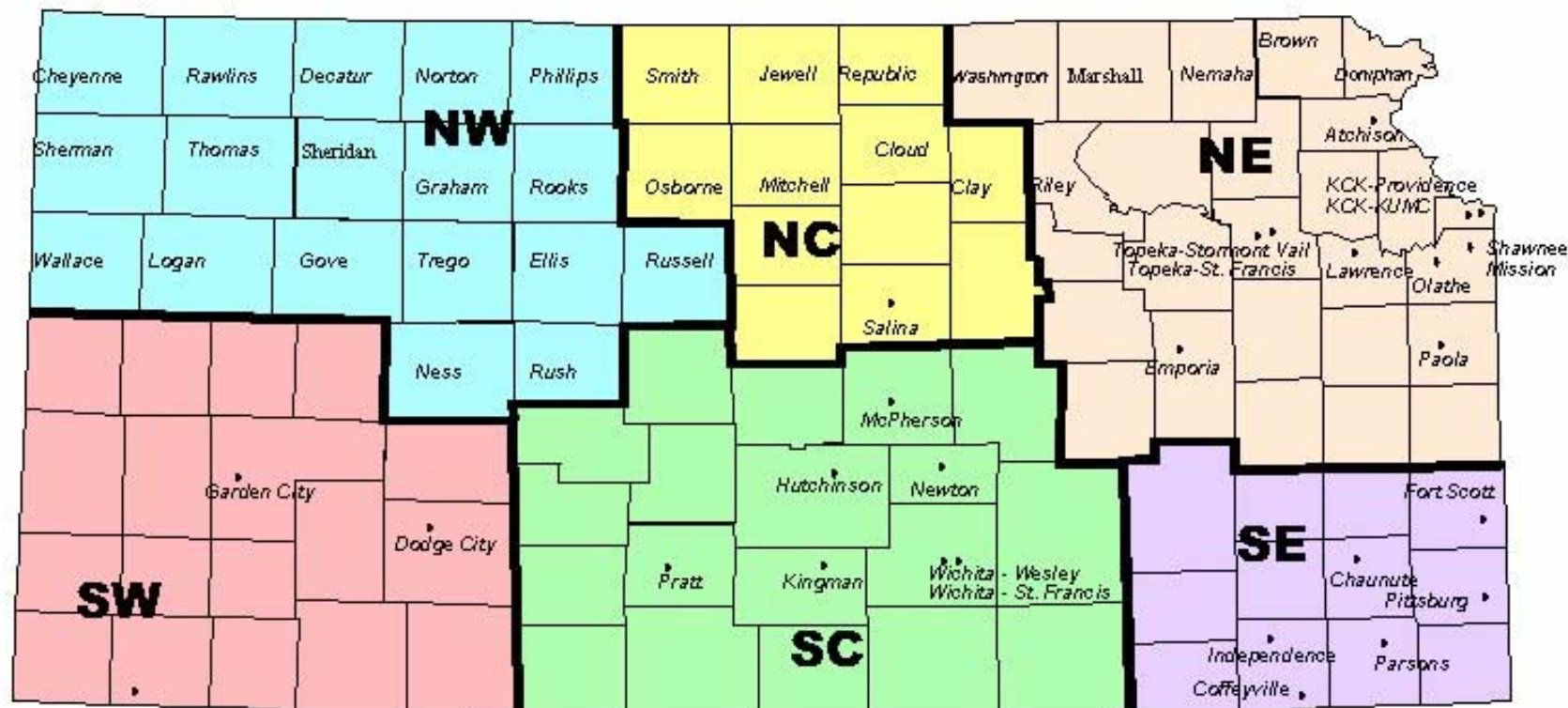
actual dot that gets mapped may be several miles away from the real location. Usually this happens when the address is a PO Box # or in a rural location.

After geocoding was done, the file was then loaded into MapInfo and plotted on a map. We have state and county boundary information already in our mapping database, so all that's needed is to bring in the individual points for the EMS agencies. "Thematic" maps were produced that showed the following: survey response rates by Trauma Region, pre-arrival instruction training by region, and continuing education by region. We also have address information for all of the hospitals in Kansas, and were able to produce maps showing the proximity of each EMS agency to hospitals in the area.

# **Appendix C**

## **Maps**

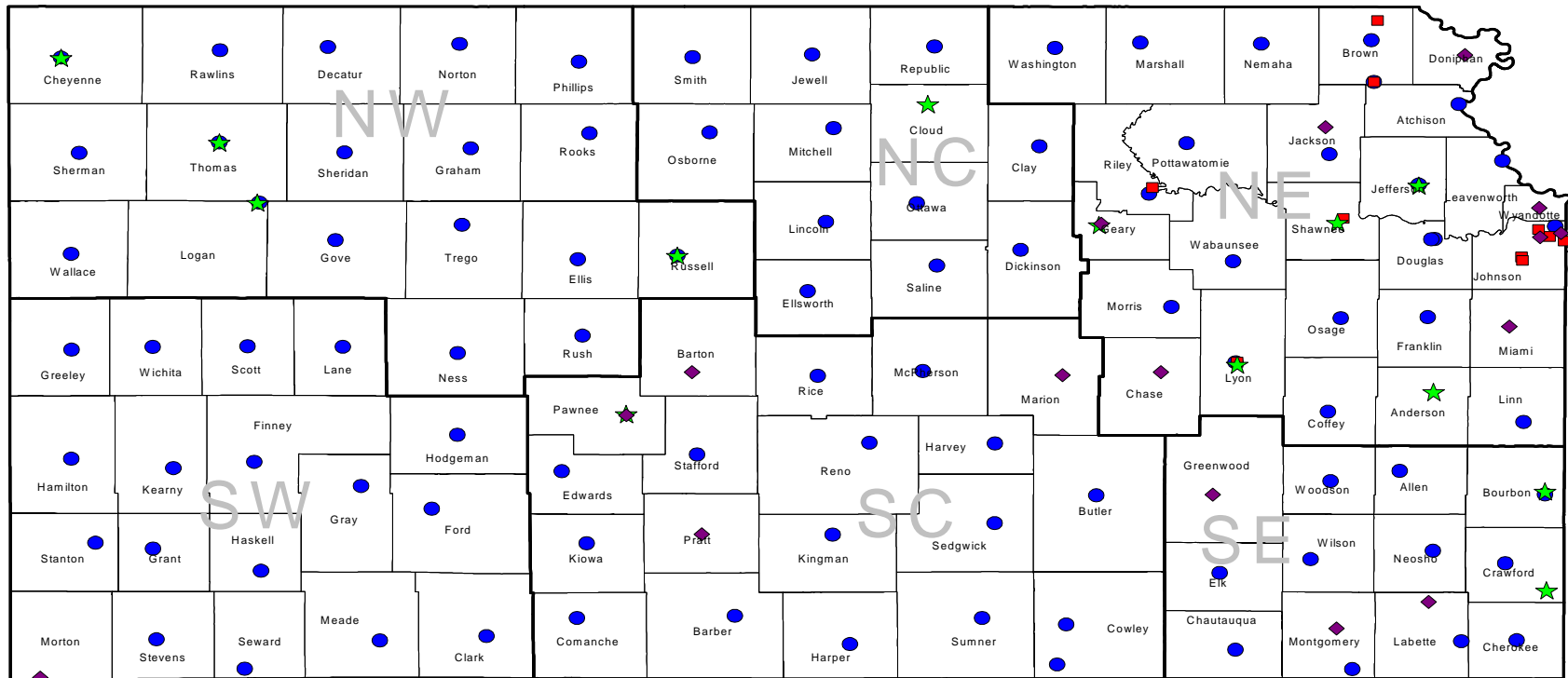
# **KANSAS TRAUMA PLAN REGIONAL TRAUMA COUNCIL AREAS WITH TRAUMA REGISTRY CITIES**



Source: Office of Local and Rural Health Services  
Office of Health Care Information  
October 2002

# Kansas Public Safety Communications Survey

-- Survey Distribution and Responses --



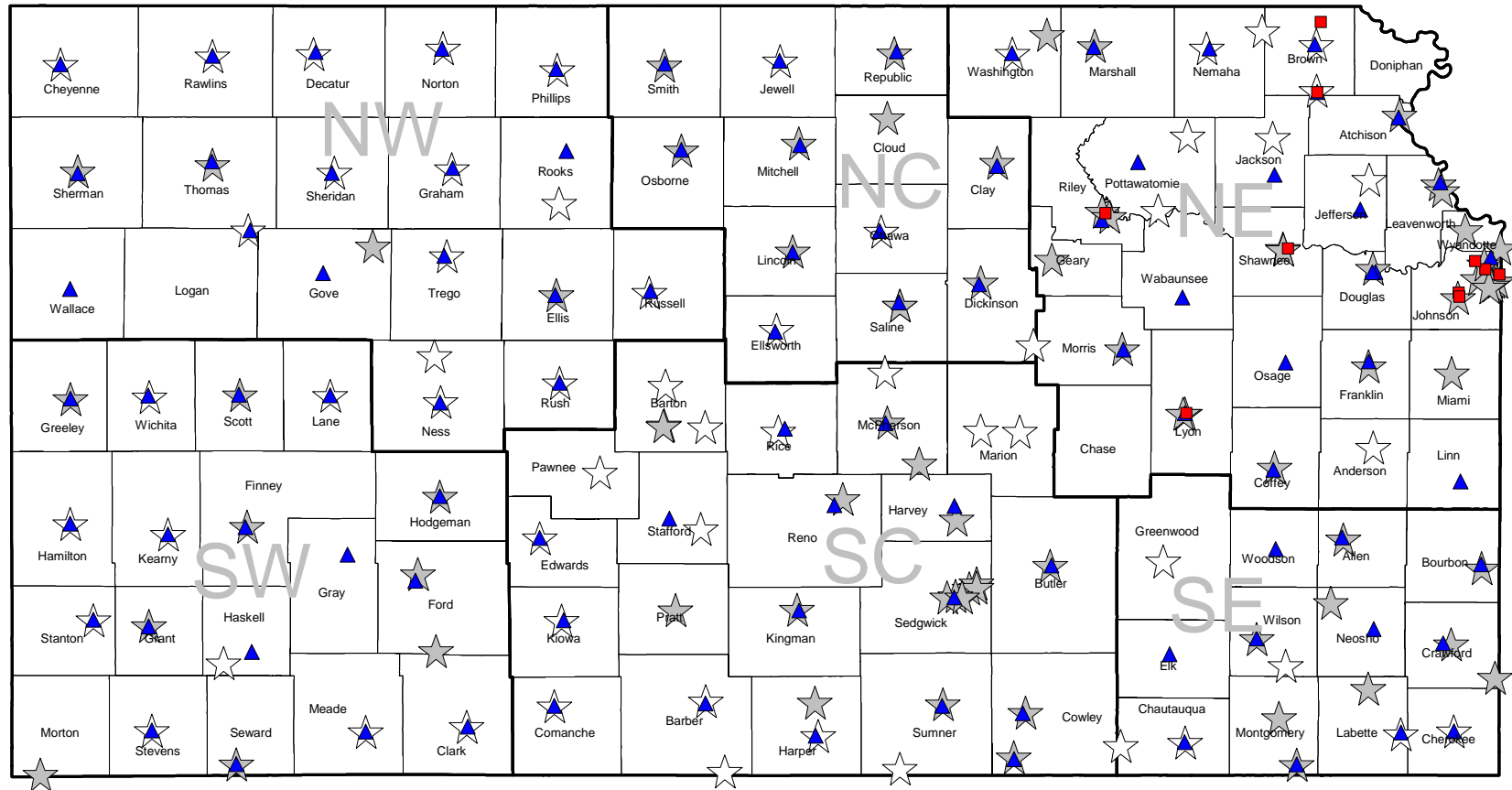
Survey Category (Surveys Sent Out to 133 Agencies)

- Returned Survey - Dispatch EMS (94)
- Returned Survey - Do Not Dispatch EMS, But Dispatch Other Services (10)
- ★ Returned Survey - Do Not Dispatch Any Services (13)
- ◆ Did Not Return Survey (16)

9/11/2003  
Kansas Foundation for Medical Care

# Kansas Public Safety Communications Survey

-- Kansas EMS Agencies and Hospitals --



Agencies Responding to Survey

- ▲ Dispatch EMS (94)
- Do Not Dispatch EMS,  
But Dispatch Other Services (10)

- ★ Acute Care Hospitals (77)
- ☆ Critical Access Hospitals (58)

9/12/2003  
Kansas Foundation for Medical Care

# **Appendix D**

---

## **Statewide Results**

# State of Kansas



## ADVISORY COMMITTEE ON TRAUMA PUBLIC SAFETY COMMUNICATIONS COMMITTEE

---

### Kansas Public Safety Communications Survey

April 2003

## *Statewide Results*

## SECTION I—BACKGROUND/ADMINISTRATIVE INFORMATION

Name	Position/Division	Mailing Address
Phone & Fax Numbers	E-mail & Web Address	May we contact you in the future? (If yes, indicate any restrictions)
(P)	(E-mail)	<input type="checkbox"/> Yes _____ _____
(F)	(Web)	<input type="checkbox"/> No

<b>7. Number of emergency phone calls received in 2002 (estimate if needed):</b>	<b>Mean</b>	<b>=</b>	<b>18,006</b>
	<b>Max</b>	<b>=</b>	<b>430,000</b>
	<b>Min</b>	<b>=</b>	<b>52</b>



8. Annually, what percentage of emergency calls are for response by the following agencies? (Use best estimate if calls are not tracked.)

Type of Call	Percentage of All Emergency Calls
<sup>a</sup> EMS	Mean = 24.5 Max = 90 Min = 0 N = 104
<sup>b</sup> Law Enforcement	Mean = 53.8 Max = 100 Min = 0 N = 104
<sup>c</sup> Fire	Mean = 11.4 Max = 100 Min = 0 N = 104
<sup>d</sup> Public Service	Mean = 8.3 Max = 100 Min = 0 N = 104
<sup>e</sup> Other – Please Describe	Mean = 3.3 Max = 50 Min = 0 N = 104

9. Does your center currently provide services 24 hours per day, 7 days a week?

Yes = 102 (98.1%)

No = 2 (1.9%)

- 9a. If you answered “No”, please describe how, when, and to whom duties are transferred:

---



---



---



---

10. What is the total number of communications personnel in your agency?

Personnel Type	Number of Personnel
<sup>a</sup> Full Time Paid	Mean = 8.1 Max = 65 Min = 1 N = 104
<sup>b</sup> Part Time Paid	Mean = 1.4 Max = 5 Min = 0 N = 104
<sup>c</sup> Volunteer	Mean = 0.03 Max = 2 Min = 0 N = 104

11. What is your total budget per year for dispatch/communications services? (Check one)

\$0-\$50,000	16 (17.2%)	\$50,001-\$150,000	35 (37.6%)
\$150,001-\$250,000	17 (18.3)	> \$250,000	25 (26.9)

**SECTION II—EMERGENCY DISPATCH COMMUNICATIONS**

**12. Please check the box indicating the manufacturer and approximate age of your radio communications system.**

Manufacturer	System Age (in years)				
	0–5	6–10	11–15	16–20	>20
<sup>a</sup> Motorola	<b>30 (28.8%)</b>	<b>25 (24.0%)</b>	<b>18 (17.3%)</b>	<b>4 (3.8%)</b>	<b>6 (5.8%)</b>
<sup>b</sup> EF Johnson	<b>0 (0.0%)</b>	<b>1 (1.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> M/A-COM	<b>0 (0.0%)</b>	<b>3 (2.9%)</b>	<b>1 (1.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Ericsson	<b>4 (3.8%)</b>	<b>1 (1.0%)</b>	<b>1 (1.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>e</sup> Other: _____	<b>18 (17.3%)</b>	<b>4 (3.8%)</b>	<b>4 (3.8%)</b>	<b>0 (0.0%)</b>	<b>1 (1.0%)</b>

**13. Please check the appropriate box to indicate the approximate total number of the following types of radio devices in use by agencies in your service area:**

Unit Type	Number of Units						
	0–10	11–25	26–50	51–75	76–100	101–150	>150
<sup>a</sup> Portable	<b>18 (17.8%)</b>	<b>25 (24.8%)</b>	<b>10 (9.9%)</b>	<b>14 (13.9%)</b>	<b>6 (5.9%)</b>	<b>13 (12.9%)</b>	<b>15 (14.9%)</b>
<sup>b</sup> Mobile	<b>20 (20.2%)</b>	<b>29 (29.3%)</b>	<b>18 (18.2%)</b>	<b>8 (8.1%)</b>	<b>10 (10.1%)</b>	<b>9 (9.1%)</b>	<b>5 (5.1%)</b>
<sup>c</sup> Base Station	<b>86 (88.7%)</b>	<b>7 (7.2%)</b>	<b>4 (4.1%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Other: _____	<b>7 (63.6%)</b>	<b>1 (9.1%)</b>	<b>2 (18.2%)</b>	<b>0 (0.0%)</b>	<b>1 (9.1%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>

- 14. Please list all of the agencies your communications (dispatch) center currently serves, and check the box describing the agency. Then check the box of the dispatch band each agency uses to receive your dispatch, and the operations band they use once they are out in the field.**

[illegible]

15. In your service area, can Law Enforcement, EMS, and Fire Departments communicate with each other on one radio channel or talk group?

Yes = 81 (77.9%)

No = 23 (22.1%)

16. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring state?

Yes = 35 (33.7%)

No = 69 (66.3%)

- 16a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

17. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring county?

Yes = 47 (45.2%)

No = 57 (54.8%)

- 17a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

18. Please rate the severity of the type of wireless radio communications problems you experience. Circle only one rating number for each problem type.

Problem Type	Not A Problem 1	2	3	4	Big Problem 5
<sup>a</sup> Lack of Frequencies	44(42.7%)	23(22.3%)	16(15.5%)	10(9.7%)	10(9.7%)
<sup>b</sup> Lack of Area Coverage	20(19.4%)	24(23.3%)	28(27.2%)	17(16.5%)	14(13.6%)
<sup>c</sup> Frequency Interference from Other Areas	47(45.6%)	25(24.3%)	17(16.5%)	3(2.9%)	11(10.7%)
<sup>d</sup> Lack of Cooperation	51(50.5%)	25(24.8%)	15(14.9%)	5(5.0%)	5(5.0%)
<sup>e</sup> Lack of Standards	49(48.0%)	27(26.5%)	17(16.7%)	5(4.9%)	4(3.9%)
<sup>f</sup> Lack of Funding	4(4.1%)	7(7.1%)	18(18.4%)	20(20.4%)	49(50.0%)

19. Does your agency have 911-dispatch capability?

Yes = 99 (95.2%)

No = 5 (4.8%)

If you do not have 911 dispatch capability, skip to question 21.

20. Do you currently have "enhanced 911" (E911) service for wireline calls, when the calls are identified by telephone number and address through the 911 system?

Yes = 66 (66.7%)

No = 33 (33.3%)

**21. Does your agency have global positioning system (GPS) capability?**

Yes = **11 (10.6%)**

No = **93 (89.4%)**

**22. Do you currently receive emergency calls directly from wireless cellular telephones?**

Yes = **101 (97.1%)**

No = **3 (2.9%)**

**23. Describe any public safety scenarios where communication was a problem:\_\_\_\_\_**

---



---



---

**24. Are you currently planning to make any “major” changes to your communications system in the near future?**

Yes = **42 (40.4%)**

No = **62 (59.6%)**

**24a. If you answered “Yes”, please describe the plans to change your system:**

---



---



---

**25. Do you support the development of a statewide communications plan that would provide “inter-agency radio communications” among all emergency responders in the event of an incident involving multi-agency response?**

Yes = **92 (92.0%)**

No = **8 (8.0%)**

**SECTION III—TRAINING/CERTIFICATIONS/PROTOCOLS**

**26. Does your communications center use “standard operating procedures” to guide dispatchers in determining what type of response/help is needed (e.g., number of responding units, type of responding unit)?**

Yes = **96 (92.3%)**

No = **8 (7.7%)**

**27. What type of initial training do your dispatchers receive in learning the communications system and determining what type of response/help is needed when answering a call?**

**Check all that apply.**

1. Use of printed materials	<b>Yes = 91(87.5%)</b>	<b>No = 13(12.5%)</b>
2. On the job training	<b>Yes = 103(99.0%)</b>	<b>No = 1(1.0%)</b>
3. Computer based training	<b>Yes = 52(50.0%)</b>	<b>No = 52(50.0%)</b>
4. Formal training course provided by your agency	<b>Yes = 54(51.9%)</b>	<b>No = 50(48.1%)</b>
5. Training provided by other agencies/companies	<b>Yes = 57(54.8%)</b>	<b>No = 47(45.2%)</b>

**28. Do you require your dispatchers to obtain annual continuing education?**

Yes = 47 (45.2%)

No = 57 (54.8%)

**28a. If yes, how many hours are required per year, for the following types of continuing education?**

- |   |          |          |        |       |      |
|---|----------|----------|--------|-------|------|
| 1. Formal training provided by your agency:       | __ hours | Mean=9.5 | Max=80 | Min=0 | N=47 |
| 2. Training provided by other agencies/companies: | __ hours | Mean=7.3 | Max=40 | Min=0 | N=46 |
| 3. Other (please specify): _____                  | __ hours | Mean=6.5 | Max=40 | Min=0 | N=45 |

**29. Do you require your dispatchers to successfully complete a program that is designed to provide pre-arrival instructions to callers requesting EMS assistance?**

Yes = 40 (38.8%)

No = 63 (61.2%)

**29a. If you answered "Yes", mark the appropriate boxes in the table below.**

<b>A1. What EMD(Emergency Medical Dispatch) program does your agency use?</b>	APCO	<b>1(2.8%)</b>	Powerphone	<b>1(2.8%)</b>
	Medical Priorities	<b>31(86.1%)</b>	Other:_____	<b>3(8.3%)</b>
<b>A2. Do you require continuing education to maintain and/or update EMD dispatch capabilities?</b>	Yes	<b>35(87.5%)</b>	No	<b>5(12.5%)</b>
<b>A3. Do you have a quality improvement/assurance program in place?</b>	Yes	<b>21(52.5%)</b>	No	<b>19(47.5%)</b>
<b>A4. Does the training program have medical direction or oversight?</b>	Yes	<b>23(59.0%)</b>	No	<b>16(41.0%)</b>

**29b. If you answered "No", do you think EMD pre-arrival instruction training would be beneficial to your operation?**

Yes = 38 (62.3%)

No = 23 (37.7%)

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**30. Please feel free to make additional comments regarding the needs of your communications dispatch center.**

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# **Appendix E**

---

## **North East Region Results**

# State of Kansas



## ADVISORY COMMITTEE ON TRAUMA PUBLIC SAFETY COMMUNICATIONS COMMITTEE

---

Kansas Public Safety Communications Survey  
April 2003

## ***North East Region Results***



Contents of Survey:	Section I: Background/Administrative Information
	Section II: Emergency Dispatch Communications
	Section III: Training/Certifications/Protocols

## SECTION I—BACKGROUND/ADMINISTRATIVE INFORMATION

**1. Respondent Data: (Please Print)**

Name	Position/Division	Mailing Address
Phone & Fax Numbers	E-mail & Web Address	May we contact you in the future? (If yes, indicate any restrictions)
(P)	(E-mail)	<input type="checkbox"/> Yes _____ _____
(F)	(Web)	<input type="checkbox"/> No

2. **Agency Name:** \_\_\_\_\_

3. Agency Location - <sup>a</sup>City/Town: \_\_\_\_\_  
<sup>b</sup>County: \_\_\_\_\_

**4. Do you currently provide dispatch service for Emergency Medical Services?**

<sup>1</sup>☐ Yes    <sup>2</sup>☐ No

4a. If not, what entity provides EMS dispatching in your area?\_\_\_\_\_

**IF YOU DO NOT PROVIDE COMMUNICATIONS (DISPATCH) SERVICES, STOP HERE AND PLEASE RETURN THE SURVEY IN THE ENVELOPE PROVIDED. IF YOU DO PROVIDE COMMUNICATIONS (DISPATCH) SERVICES, PLEASE CONTINUE WITH THE SURVEY.**

**5. Population of service area (check one):**

<2,500	<b>2 (6.5%)</b>	2,500–5,000	<b>2 (6.5%)</b>
5,001–10,000	<b>7 (22.6%)</b>	10,001–100,000	<b>15 (48.4%)</b>
>100,000	<b>5 (16.1%)</b>		

**6. Square miles of service area (check one):**

<500	<b>11 (36.7%)</b>	500–1,000	<b>15 (50.0%)</b>
1,001–5,000	<b>2 (6.7%)</b>	5,001–10,000	<b>0 (0.0%)</b>
> 10,000	<b>2 (6.7%)</b>		

7.	Number of emergency phone calls received in 2002 (estimate if needed):	Mean	=	30,801
		Max	=	225,000
		Min	=	200

8. Annually, what percentage of emergency calls are for response by the following agencies? (Use best estimate if calls are not tracked.)

Type of Call	Percentage of All Emergency Calls
<sup>a</sup> EMS	Mean = 19.9 Max = 61 Min = 0 N = 31
<sup>b</sup> Law Enforcement	Mean = 53.7 Max = 100 Min = 0 N = 31
<sup>c</sup> Fire	Mean = 9.5 Max = 39 Min = 0 N = 31
<sup>d</sup> Public Service	Mean = 7.6 Max = 80 Min = 0 N = 31
<sup>e</sup> Other – Please Describe	Mean = 3.2 Max = 50 Min = 0 N = 31

9. Does your center currently provide services 24 hours per day, 7 days a week?

Yes = 30 (96.8%)

No = 1 (3.2%)

- 9a. If you answered “No”, please describe how, when, and to whom duties are transferred:

---



---



---



---

10. What is the total number of communications personnel in your agency?

Personnel Type	Number of Personnel
<sup>a</sup> Full Time Paid	Mean = 10.4 Max = 50 Min = 1 N = 31
<sup>b</sup> Part Time Paid	Mean = 1.13 Max = 9 Min = 0 N = 31
<sup>c</sup> Volunteer	Mean = 0.0 Max = 0 Min = 0 N = 31

11. What is your total budget per year for dispatch/communications services? (Check one)

\$0-\$50,000	4 (13.8%)	\$50,001-\$150,000	8 (27.6%)
\$150,001-\$250,000	3 (10.3%)	> \$250,000	14 (48.3%)

**SECTION II—EMERGENCY DISPATCH COMMUNICATIONS**

**12. Please check the box indicating the manufacturer and approximate age of your radio communications system.**

Manufacturer	System Age (in years)				
	0–5	6–10	11–15	16–20	>20
<sup>a</sup> Motorola	5 (16.1%)	5 (16.1%)	7 (22.6%)	2 (6.5%)	4 (12.9%)
<sup>b</sup> EF Johnson	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<sup>c</sup> M/A-COM	0 (0.0%)	1 (3.2%)	1 (3.2%)	0 (0.0%)	0 (0.0%)
<sup>d</sup> Ericsson	1 (3.2%)	1 (3.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<sup>e</sup> Other: _____	7 (22.6%)	0 (0.0%)	1 (3.2%)	0 (0.0%)	0 (0.0%)

**13. Please check the appropriate box to indicate the approximate total number of the following types of radio devices in use by agencies in your service area:**

Unit Type	Number of Units						
	0–10	11–25	26–50	51–75	76–100	101–150	>150
<sup>a</sup> Portable	2 (6.9%)	5 (17.2%)	5 (17.2%)	6 (20.7%)	2 (6.9%)	3 (10.3%)	6 (20.7%)
<sup>b</sup> Mobile	5 (17.2%)	6 (20.7%)	9 (31.0%)	1 (3.4%)	3 (10.3%)	2 (6.9%)	3 (10.3%)
<sup>c</sup> Base Station	22 (81.5%)	2 (7.4%)	3 (11.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<sup>d</sup> Other: _____	3 (75.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

**14. Please list all of the agencies your communications (dispatch) center currently serves, and check the box describing the agency. Then check the box of the dispatch band each agency uses to receive your dispatch, and the operations band they use once they are out in the field.**

[illegible]

15. In your service area, can Law Enforcement, EMS, and Fire Departments communicate with each other on one radio channel or talk group?

Yes = 19 (61.3%)

No = 12 (38.7%)

16. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring state?

Yes = 9 (29.0%)

No = 22 (71.0%)

16a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

17. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring county?

Yes = 10 (32.3%)

No = 21 (67.7%)

17a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

18. Please rate the severity of the type of wireless radio communications problems you experience. Circle only one rating number for each problem type.

Problem Type	Not A Problem 1	2	3	4	Big Problem 5
<sup>a</sup> Lack of Frequencies	12(40.0%)	8(26.7%)	6(20.0%)	3(10.0%)	1(3.3%)
<sup>b</sup> Lack of Area Coverage	4(13.3%)	7(23.3%)	9(30.0%)	9(30.0%)	1(3.3%)
<sup>c</sup> Frequency Interference from Other Areas	11(36.7%)	7(23.3%)	6(20.0%)	1(3.3%)	5(16.7%)
<sup>d</sup> Lack of Cooperation	9(32.1%)	8(28.6%)	4(14.3%)	4(14.3%)	3(10.7%)
<sup>e</sup> Lack of Standards	11(37.9%)	10(34.5%)	4(13.8%)	3(10.3%)	1(3.4%)
<sup>f</sup> Lack of Funding	4(12.9%)	4(12.9%)	5(16.1%)	6(19.4%)	12(38.7%)

19. Does your agency have 911-dispatch capability?

Yes = 27 (87.1%)

No = 4 (12.9%)

If you do not have 911 dispatch capability, skip to question 21.

20. Do you currently have "enhanced 911" (E911) service for wireline calls, when the calls are identified by telephone number and address through the 911 system?

Yes = 22 (81.5%)

No = 5 (18.5%)

21. Does your agency have global positioning system (GPS) capability?

Yes = 6 (19.4%)

No = 25 (80.6%)

22. Do you currently receive emergency calls directly from wireless cellular telephones?

Yes = 29 (93.5%)

No = 2 (6.5%)

23. Describe any public safety scenarios where communication was a problem: \_\_\_\_\_

---

---

---

24. Are you currently planning to make any “major” changes to your communications system in the near future?

Yes = 17 (54.8%)

No = 14 (45.2%)

24a. If you answered “Yes”, please describe the plans to change your system:

---

---

---

25. Do you support the development of a statewide communications plan that would provide “inter-agency radio communications” among all emergency responders in the event of an incident involving multi-agency response?

Yes = 29 (93.5%)

No = 2 (6.5%)

### SECTION III—TRAINING/CERTIFICATIONS/PROTOCOLS

26. Does your communications center use “standard operating procedures” to guide dispatchers in determining what type of response/help is needed (e.g., number of responding units, type of responding unit)?

Yes = 30 (96.8%)

No = 1 (3.2%)

27. What type of initial training do your dispatchers receive in learning the communications system and determining what type of response/help is needed when answering a call?

Check all that apply.

1. Use of printed materials	Yes = 25(80.6%)	No = 6(19.4%)
2. On the job training	Yes = 30(96.8%)	No = 1(3.2%)
3. Computer based training	Yes = 13(41.9%)	No = 18(58.1%)
4. Formal training course provided by your agency	Yes = 19(61.3%)	No = 12(38.7%)
5. Training provided by other agencies/companies	Yes = 19(61.3%)	No = 12(38.7%)

**28. Do you require your dispatchers to obtain annual continuing education?**

Yes = 12 (38.7%)

No = 19 (61.3%)

**28a. If yes, how many hours are required per year, for the following types of continuing education?**

- |   |          |           |        |       |      |
|---|----------|-----------|--------|-------|------|
| 1. Formal training provided by your agency:       | __ hours | Mean=9.8  | Max=40 | Min=0 | N=12 |
| 2. Training provided by other agencies/companies: | __ hours | Mean=15.2 | Max=40 | Min=0 | N=12 |
| 3. Other (please specify): _____                  | __ hours | Mean=10.8 | Max=40 | Min=0 | N=12 |

**29. Do you require your dispatchers to successfully complete a program that is designed to provide pre-arrival instructions to callers requesting EMS assistance?**

Yes = 6 (20.0%)

No = 24 (80%)

**29a. If you answered "Yes", mark the appropriate boxes in the table below.**

<b>A1. What EMD(Emergency Medical Dispatch) program does your agency use?</b>	APCO	<b>0(0.0%)</b>	Powerphone	<b>0(0.0%)</b>
	Medical Priorities	<b>5(100.0%)</b>	Other:_____	<b>0(0.0%)</b>
<b>A2. Do you require continuing education to maintain and/or update EMD dispatch capabilities?</b>	Yes	<b>6(100.0%)</b>	No	<b>0(0.0%)</b>
<b>A3. Do you have a quality improvement/assurance program in place?</b>	Yes	<b>3(50.0%)</b>	No	<b>3(50.0%)</b>
<b>A4. Does the training program have medical direction or oversight?</b>	Yes	<b>4(66.7%)</b>	No	<b>2(33.3%)</b>

**29b. If you answered "No", do you think EMD pre-arrival instruction training would be beneficial to your operation?**

Yes = 12 (52.2%)

No = 11 (47.8%)

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**30. Please feel free to make additional comments regarding the needs of your communications dispatch center.**

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# **Appendix F**

---

## **North Central Region Results**



# State of Kansas



## ADVISORY COMMITTEE ON TRAUMA PUBLIC SAFETY COMMUNICATIONS COMMITTEE

---

Kansas Public Safety Communications Survey  
April 2003

## ***North Central Region Results***

Contents of Survey:	Section I: Background/Administrative Information
	Section II: Emergency Dispatch Communications
	Section III: Training/Certifications/Protocols

## SECTION I—BACKGROUND/ADMINISTRATIVE INFORMATION

**1. Respondent Data: (Please Print)**

Name	Position/Division	Mailing Address
Phone & Fax Numbers	E-mail & Web Address	May we contact you in the future? (If yes, indicate any restrictions)
(P)	(E-mail)	<input type="checkbox"/> Yes _____
(F)	(Web)	<input type="checkbox"/> No _____

2. **Agency Name:** \_\_\_\_\_

3. Agency Location - <sup>a</sup>City/Town: \_\_\_\_\_  
<sup>b</sup>County: \_\_\_\_\_

**4. Do you currently provide dispatch service for Emergency Medical Services?**

<sup>1</sup>☐ Yes    <sup>2</sup>☐ No

4a. If not, what entity provides EMS dispatching in your area? \_\_\_\_\_

**IF YOU DO NOT PROVIDE COMMUNICATIONS (DISPATCH) SERVICES, STOP HERE AND PLEASE RETURN THE SURVEY IN THE ENVELOPE PROVIDED. IF YOU DO PROVIDE COMMUNICATIONS (DISPATCH) SERVICES, PLEASE CONTINUE WITH THE SURVEY.**

**5. Population of service area (check one):**

<2,500	<b>0 (0.0%)</b>	2,500–5,000	<b>4 (36.4%)</b>
5,001–10,000	<b>5 (45.5%)</b>	10,001–100,000	<b>2 (18.2%)</b>
>100,000	<b>0 (0.0%)</b>		

**6. Square miles of service area (check one):**

<500	<b>0 (0.0%)</b>	500–1,000	<b>11 (100.0%)</b>
1,001–5,000	<b>0 (0.0%)</b>	5,001–10,000	<b>0 (0.0%)</b>
> 10,000	<b>0 (0.0%)</b>		

7. Number of emergency phone calls received in 2002 (estimate if needed):	Mean = 7,655
	Max = 32,192
	Min = 350

8. Annually, what percentage of emergency calls are for response by the following agencies? (Use best estimate if calls are not tracked.)

Type of Call	Percentage of All Emergency Calls
<sup>a</sup> EMS	Mean = 28.6 Max = 75 Min = 8 N = 11
<sup>b</sup> Law Enforcement	Mean = 50.1 Max = 87 Min = 1 N = 11
<sup>c</sup> Fire	Mean = 8.0 Max = 20 Min = 2 N = 11
<sup>d</sup> Public Service	Mean = 8.8 Max = 45 Min = 0 N = 11
<sup>e</sup> Other – Please Describe	Mean = 5.6 Max = 34 Min = 0 N = 11

9. Does your center currently provide services 24 hours per day, 7 days a week?

Yes = 11 (100.0%)

No = 0 (0.0%)

- 9a. If you answered “No”, please describe how, when, and to whom duties are transferred:

---



---



---



---

10. What is the total number of communications personnel in your agency?

Personnel Type	Number of Personnel
<sup>a</sup> Full Time Paid	Mean = 5.5 Max = 16 Min = 3 N = 11
<sup>b</sup> Part Time Paid	Mean = 1.6 Max = 3 Min = 0 N = 11
<sup>c</sup> Volunteer	Mean = 0.0 Max = 0 Min = 0 N = 11

11. What is your total budget per year for dispatch/communications services? (Check one)

\$0-\$50,000

2 (28.6%)

\$50,001-\$150,000

3 (42.9%)

\$150,001-\$250,000

0 (0.0%)

> \$250,000

2 (28.6%)

**SECTION II—EMERGENCY DISPATCH COMMUNICATIONS**

**12. Please check the box indicating the manufacturer and approximate age of your radio communications system.**

Manufacturer	System Age (in years)				
	0–5	6–10	11–15	16–20	>20
<sup>a</sup> Motorola	<b>2 (18.2%)</b>	<b>2 (18.2%)</b>	<b>1 (9.1%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>b</sup> EF Johnson	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> M/A-COM	<b>0 (0.0%)</b>	<b>2 (18.2%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Ericsson	<b>1 (9.1%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>e</sup> Other: _____	<b>2 (18.2%)</b>	<b>0 (0.0%)</b>	<b>2 (18.2%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>

**13. Please check the appropriate box to indicate the approximate total number of the following types of radio devices in use by agencies in your service area:**

Unit Type	Number of Units						
	0–10	11–25	26–50	51–75	76–100	101–150	>150
<sup>a</sup> Portable	<b>5 (45.5%)</b>	<b>1 (9.1%)</b>	<b>0 (0.0%)</b>	<b>1 (9.1%)</b>	<b>2 (18.2%)</b>	<b>1 (9.1%)</b>	<b>1 (9.1%)</b>
<sup>b</sup> Mobile	<b>4 (36.4%)</b>	<b>2 (18.2%)</b>	<b>2 (18.2%)</b>	<b>2 (18.2%)</b>	<b>0 (0.0%)</b>	<b>1 (9.1%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> Base Station	<b>10 (100.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Other: _____	<b>0 (0.0%)</b>	<b>10 (100.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>

**14. Please list all of the agencies your communications (dispatch) center currently serves, and check the box describing the agency. Then check the box of the dispatch band each agency uses to receive your dispatch, and the operations band they use once they are out in the field.**

[illegible]

Comments (If "Other" was checked, please provide details.)

15. In your service area, can Law Enforcement, EMS, and Fire Departments communicate with each other on one radio channel or talk group?

Yes = 9 (81.8%)

No = 2 (18.2%)

16. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring state?

Yes = 3 (27.3%)

No = 8 (72.7%)

- 16a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

17. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring county?

Yes = 5 (45.5%)

No = 6 (54.5%)

- 17a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

18. Please rate the severity of the type of wireless radio communications problems you experience. Circle only one rating number for each problem type.

Problem Type	Not A Problem 1	2	3	4	Big Problem 5
<sup>a</sup> Lack of Frequencies	6(54.5%)	2(18.2%)	2(18.2%)	1(9.1%)	0(0.0%)
<sup>b</sup> Lack of Area Coverage	3(27.3%)	3(27.3%)	2(18.2%)	1(9.1%)	2(18.2%)
<sup>c</sup> Frequency Interference from Other Areas	6(54.5%)	1(9.1%)	1(9.1%)	1(9.1%)	2(18.2%)
<sup>d</sup> Lack of Cooperation	7(63.6%)	4(36.4%)	0(0.0%)	0(0.0%)	0(0.0%)
<sup>e</sup> Lack of Standards	7(63.6%)	3(27.3%)	1(9.1%)	0(0.0%)	0(0.0%)
<sup>f</sup> Lack of Funding	0(0.0%)	2(18.2%)	3(27.3%)	2(18.2%)	4(36.4%)

19. Does your agency have 911-dispatch capability?

Yes = 11 (100.0%)

No = 0 (0.0%)

**If you do not have 911 dispatch capability, skip to question 21.**

20. Do you currently have "enhanced 911" (E911) service for wireline calls, when the calls are identified by telephone number and address through the 911 system?

Yes = 7 (63.6%)

No = 4 (36.4%)

21. Does your agency have global positioning system (GPS) capability?

Yes = 3 (27.3%)

No = 8 (72.7%)

22. Do you currently receive emergency calls directly from wireless cellular telephones?

Yes = 11 (100.0%)

No = 0 (0.0%)

23. Describe any public safety scenarios where communication was a problem: \_\_\_\_\_

---



---



---

24. Are you currently planning to make any “major” changes to your communications system in the near future?

Yes = 4 (36.4%)

No = 7 (63.6%)

24a. If you answered “Yes”, please describe the plans to change your system:

---



---



---

25. Do you support the development of a statewide communications plan that would provide “inter-agency radio communications” among all emergency responders in the event of an incident involving multi-agency response?

Yes = 8 (88.9%)

No = 1 (11.1%)

### SECTION III—TRAINING/CERTIFICATIONS/PROTOCOLS

26. Does your communications center use “standard operating procedures” to guide dispatchers in determining what type of response/help is needed (e.g., number of responding units, type of responding unit)?

Yes = 10 (90.9%)

No = 1 (9.1%)

27. What type of initial training do your dispatchers receive in learning the communications system and determining what type of response/help is needed when answering a call?

Check all that apply.

- |   |                  |               |
|---|------------------|---------------|
| 1. Use of printed materials                       | Yes = 10(90.9%)  | No = 1(9.1%)  |
| 2. On the job training                            | Yes = 11(100.0%) | No = 0(0.0%)  |
| 3. Computer based training                        | Yes = 7(63.6%)   | No = 4(36.4%) |
| 4. Formal training course provided by your agency | Yes = 7(63.6%)   | No = 4(36.4%) |
| 5. Training provided by other agencies/companies  | Yes = 7(63.6%)   | No = 4(36.4%) |

**28. Do you require your dispatchers to obtain annual continuing education?**

Yes = 4 (36.4%)

No = 7 (63.6%)

**28a. If yes, how many hours are required per year, for the following types of continuing education?**

- |   |          |           |        |       |     |
|---|----------|-----------|--------|-------|-----|
| 1. Formal training provided by your agency:       | __ hours | Mean=4.0  | Max=12 | Min=0 | N=4 |
| 2. Training provided by other agencies/companies: | __ hours | Mean=5.0  | Max=12 | Min=0 | N=4 |
| 3. Other (please specify): _____                  | __ hours | Mean=12.0 | Max=24 | Min=0 | N=4 |

**29. Do you require your dispatchers to successfully complete a program that is designed to provide pre-arrival instructions to callers requesting EMS assistance?**

Yes = 5 (45.5%)

No = 6 (54.5%)

**29a. If you answered “Yes”, mark the appropriate boxes in the table below.**

<b>A1. What EMD(Emergency Medical Dispatch) program does your agency use?</b>	APCO	<b>0(0.0%)</b>	Powerphone	<b>0(0.0%)</b>
	Medical Priorities	<b>5(100.0%)</b>	Other:_____	<b>0(0.0%)</b>
<b>A2. Do you require continuing education to maintain and/or update EMD dispatch capabilities?</b>	Yes	<b>5(100.0%)</b>	No	<b>0(0.0%)</b>
<b>A3. Do you have a quality improvement/assurance program in place?</b>	Yes	<b>2(40.0%)</b>	No	<b>3(60.0%)</b>
<b>A4. Does the training program have medical direction or oversight?</b>	Yes	<b>3(75.0%)</b>	No	<b>1(25.0%)</b>

**29b. If you answered “No”, do you think EMD pre-arrival instruction training would be beneficial to your operation?**

Yes = 4 (80.0%)

No = 1 (20.0%)

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**30. Please feel free to make additional comments regarding the needs of your communications dispatch center.**

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



# **Appendix G**

---

## **North West Region Results**

## State of Kansas



### ADVISORY COMMITTEE ON TRAUMA PUBLIC SAFETY COMMUNICATIONS COMMITTEE

---

**Kansas Public Safety Communications Survey**  
April 2003

## ***North West Region Results***

## SECTION I—BACKGROUND/ADMINISTRATIVE INFORMATION

Name	Position/Division	Mailing Address
Phone & Fax Numbers	E-mail & Web Address	May we contact you in the future? (If yes, indicate any restrictions)
(P)	(E-mail)	<input type="checkbox"/> Yes _____ _____
(F)	(Web)	<input type="checkbox"/> No

3. **Agency Location** - <sup>a</sup>City/Town: \_\_\_\_\_  
<sup>b</sup>County: \_\_\_\_\_

<sup>1</sup>☐ Yes    <sup>2</sup>☐ No

---

<2,500	<b>3 (16.7%)</b>	2,500–5,000	<b>8 (44.4%)</b>
5,001–10,000	<b>6 (33.3%)</b>	10,001–100,000	<b>1 (5.6%)</b>
>100,000	<b>0 (0.0%)</b>		

<500	<b>1 (5.6%)</b>	500–1,000	<b>11 (61.1%)</b>
1,001–5,000	<b>6 (33.3%)</b>	5,001–10,000	<b>0 (0.0%)</b>
> 10,000	<b>0 (0.0%)</b>		

55

8. Annually, what percentage of emergency calls are for response by the following agencies? (Use best estimate if calls are not tracked.)

Type of Call	Percentage of All Emergency Calls
<sup>a</sup> EMS	Mean = 26.4 Max = 55 Min = 3 N = 18
<sup>b</sup> Law Enforcement	Mean = 49.3 Max = 89 Min = 10 N = 18
<sup>c</sup> Fire	Mean = 12.4 Max = 30 Min = 2 N = 18
<sup>d</sup> Public Service	Mean = 8.2 Max = 30 Min = 0 N = 18
<sup>e</sup> Other – Please Describe	Mean = 4.2 Max = 30 Min = 0 N = 18

9. Does your center currently provide services 24 hours per day, 7 days a week?

Yes = 17 (94.4%)

No = 1 (5.6%)

- 9a. If you answered “No”, please describe how, when, and to whom duties are transferred:

---



---



---



---

10. What is the total number of communications personnel in your agency?

Personnel Type	Number of Personnel
<sup>a</sup> Full Time Paid	Mean = 5.1 Max = 10 Min = 1 N = 18
<sup>b</sup> Part Time Paid	Mean = 1.6 Max = 4 Min = 0 N = 18
<sup>c</sup> Volunteer	Mean = 0.1 Max = 2 Min = 0 N = 18

11. What is your total budget per year for dispatch/communications services? (Check one)

\$0-\$50,000

5 (29.4%)

\$50,001-\$150,000

8 (47.1%)

\$150,001-\$250,000

4 (23.5%)

> \$250,000

0 (0.0%)

**SECTION II—EMERGENCY DISPATCH COMMUNICATIONS**

**12. Please check the box indicating the manufacturer and approximate age of your radio communications system.**

Manufacturer	System Age (in years)				
	0–5	6–10	11–15	16–20	>20
<sup>a</sup> Motorola	<b>8 (44.4%)</b>	<b>6 (33.3%)</b>	<b>3 (16.7%)</b>	<b>2 (11.1%)</b>	<b>0 (0.0%)</b>
<sup>b</sup> EF Johnson	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> M/A-COM	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Ericsson	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>e</sup> Other: _____	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>1 (5.6%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>

**13. Please check the appropriate box to indicate the approximate total number of the following types of radio devices in use by agencies in your service area:**

Unit Type	Number of Units						
	0–10	11–25	26–50	51–75	76–100	101–150	>150
<sup>a</sup> Portable	<b>4 (22.2%)</b>	<b>7 (38.9%)</b>	<b>1 (5.6%)</b>	<b>2 (11.1%)</b>	<b>2 (11.1%)</b>	<b>1 (5.6%)</b>	<b>1 (5.6%)</b>
<sup>b</sup> Mobile	<b>6 (35.3%)</b>	<b>5 (29.4%)</b>	<b>2 (11.8%)</b>	<b>2 (11.8%)</b>	<b>2 (11.8%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> Base Station	<b>17 (100.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Other: _____	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>

- 14. Please list all of the agencies your communications (dispatch) center currently serves, and check the box describing the agency. Then check the box of the dispatch band each agency uses to receive your dispatch, and the operations band they use once they are out in the field.**

[illegible]

15. In your service area, can Law Enforcement, EMS, and Fire Departments communicate with each other on one radio channel or talk group?

Yes = 14 (77.8%)

No = 4 (22.2%)

16. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring state?

Yes = 7 (38.9%)

No = 11 (61.1%)

- 16a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

17. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring county?

Yes = 8 (44.4%)

No = 10 (55.6%)

- 17a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

18. Please rate the severity of the type of wireless radio communications problems you experience. Circle only one rating number for each problem type.

Problem Type	Not A Problem 1	2	3	4	Big Problem 5
<sup>a</sup> Lack of Frequencies	12(66.7%)	4(22.2%)	0(0.0%)	2(11.1%)	0(0.0%)
<sup>b</sup> Lack of Area Coverage	6(33.3%)	7(38.9%)	3(16.7%)	1(5.6%)	1(5.6%)
<sup>c</sup> Frequency Interference from Other Areas	8(44.4%)	6(33.3%)	3(16.7%)	0(0.0%)	1(5.6%)
<sup>d</sup> Lack of Cooperation	14(77.8%)	3(16.7%)	1(5.6%)	0(0.0%)	0(0.0%)
<sup>e</sup> Lack of Standards	12(66.7%)	2(11.1%)	2(11.1%)	0(0.0%)	2(11.1%)
<sup>f</sup> Lack of Funding	0(0.0%)	1(5.9%)	2(11.8%)	6(35.3%)	8(47.1%)

19. Does your agency have 911-dispatch capability?

Yes = 17 (94.4%)

No = 1 (5.6%)

**If you do not have 911 dispatch capability, skip to question 21.**

20. Do you currently have "enhanced 911" (E911) service for wireline calls, when the calls are identified by telephone number and address through the 911 system?

Yes = 10 (58.8%)

No = 7 (41.2%)

21. Does your agency have global positioning system (GPS) capability?

Yes = 0 (0.0%)

No = 18 (100.0%)

22. Do you currently receive emergency calls directly from wireless cellular telephones?

Yes = 17 (94.4%)

No = 1 (5.6%)

23. Describe any public safety scenarios where communication was a problem: \_\_\_\_\_

---



---



---

24. Are you currently planning to make any “major” changes to your communications system in the near future?

Yes = 4 (22.2%)

No = 14 (77.8%)

24a. If you answered “Yes”, please describe the plans to change your system:

---



---



---

25. Do you support the development of a statewide communications plan that would provide “inter-agency radio communications” among all emergency responders in the event of an incident involving multi-agency response?

Yes = 14 (82.4%)

No = 3 (17.6%)

### SECTION III—TRAINING/CERTIFICATIONS/PROTOCOLS

26. Does your communications center use “standard operating procedures” to guide dispatchers in determining what type of response/help is needed (e.g., number of responding units, type of responding unit)?

Yes = 15 (83.3%)

No = 3 (16.7%)

27. What type of initial training do your dispatchers receive in learning the communications system and determining what type of response/help is needed when answering a call?

Check all that apply.

1. Use of printed materials	Yes = 15(83.3%)	No = 3(16.7%)
2. On the job training	Yes = 18(100.0%)	No = 0(0.0%)
3. Computer based training	Yes = 9(50.0%)	No = 9(50.0%)
4. Formal training course provided by your agency	Yes = 5(27.8%)	No = 13(72.2%)
5. Training provided by other agencies/companies	Yes = 8(44.4%)	No = 10(55.6%)



**28. Do you require your dispatchers to obtain annual continuing education?**

Yes = 8 (44.4%)

No = 10 (55.6%)

**28a. If yes, how many hours are required per year, for the following types of continuing education?**

- |   |          |          |        |       |     |
|---|----------|----------|--------|-------|-----|
| 1. Formal training provided by your agency:       | __ hours | Mean=7.5 | Max=20 | Min=0 | N=8 |
| 2. Training provided by other agencies/companies: | __ hours | Mean=4.6 | Max=16 | Min=0 | N=8 |
| 3. Other (please specify): _____                  | __ hours | Mean=0.0 | Max=0  | Min=0 | N=8 |

**29. Do you require your dispatchers to successfully complete a program that is designed to provide pre-arrival instructions to callers requesting EMS assistance?**

Yes = 6 (33.3%)

No = 12 (66.7%)

**29a. If you answered “Yes”, mark the appropriate boxes in the table below.**

<b>A1. What EMD(Emergency Medical Dispatch) program does your agency use?</b>	APCO	<b>0(0.0%)</b>	Powerphone	<b>0(0.0%)</b>
	Medical Priorities	<b>5(83.3%)</b>	Other:_____	<b>1(16.7%)</b>
<b>A2. Do you require continuing education to maintain and/or update EMD dispatch capabilities?</b>	Yes	<b>4(66.7%)</b>	No	<b>2(33.3%)</b>
<b>A3. Do you have a quality improvement/assurance program in place?</b>	Yes	<b>2(33.3%)</b>	No	<b>4(66.7%)</b>
<b>A4. Does the training program have medical direction or oversight?</b>	Yes	<b>2(33.3%)</b>	No	<b>4(66.7%)</b>

**29b. If you answered “No”, do you think EMD pre-arrival instruction training would be beneficial to your operation?**

Yes = 9 (75.0%)

No = 3 (25.0%)

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**30. Please feel free to make additional comments regarding the needs of your communications dispatch center.**

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# **Appendix H**

---

## **South East Region Results**

# State of Kansas



## ADVISORY COMMITTEE ON TRAUMA PUBLIC SAFETY COMMUNICATIONS COMMITTEE

---

**Kansas Public Safety Communications Survey**

April 2003

## ***South East Region Results***

## SECTION I—BACKGROUND/ADMINISTRATIVE INFORMATION

Name	Position/Division	Mailing Address
Phone & Fax Numbers	E-mail & Web Address	May we contact you in the future? (If yes, indicate any restrictions)
(P)	(E-mail)	<input type="checkbox"/> Yes _____ _____
(F)	(Web)	<input type="checkbox"/> No

<b>7. Number of emergency phone calls received in 2002 (estimate if needed):</b>	<b>Mean</b>	<b>=</b>	<b>7,428</b>
	<b>Max</b>	<b>=</b>	<b>20,000</b>
	<b>Min</b>	<b>=</b>	<b>360</b>

8. Annually, what percentage of emergency calls are for response by the following agencies? (Use best estimate if calls are not tracked.)

Type of Call	Percentage of All Emergency Calls
<sup>a</sup> EMS	Mean = 32.1 Max = 90 Min = 0 N = 11
<sup>b</sup> Law Enforcement	Mean = 51.1 Max = 93 Min = 0 N = 11
<sup>c</sup> Fire	Mean = 20.5 Max = 100 Min = 0 N = 11
<sup>d</sup> Public Service	Mean = 10.9 Max = 100 Min = 0 N = 11
<sup>e</sup> Other – Please Describe	Mean = 4.5 Max = 40 Min = 0 N = 11

9. Does your center currently provide services 24 hours per day, 7 days a week?

Yes = 11 (100.0%)

No = 0 (0.0%)

- 9a. If you answered “No”, please describe how, when, and to whom duties are transferred:

---



---



---



---

10. What is the total number of communications personnel in your agency?

Personnel Type	Number of Personnel
<sup>a</sup> Full Time Paid	Mean = 6.2 Max = 10 Min = 4 N = 11
<sup>b</sup> Part Time Paid	Mean = 1.1 Max = 5 Min = 0 N = 11
<sup>c</sup> Volunteer	Mean = 0.0 Max = 0 Min = 0 N = 11

11. What is your total budget per year for dispatch/communications services? (Check one)

\$0-\$50,000

1 (10.0%)

\$50,001-\$150,000

4 (40.0%)

\$150,001-\$250,000

5 (50.0%)

> \$250,000

0 (0.0%)

**SECTION II—EMERGENCY DISPATCH COMMUNICATIONS**

**12. Please check the box indicating the manufacturer and approximate age of your radio communications system.**

Manufacturer	System Age (in years)				
	0–5	6–10	11–15	16–20	>20
<sup>a</sup> Motorola	<b>3 (27.3%)</b>	<b>5 (45.5%)</b>	<b>2 (18.2%)</b>	<b>0 (0.0%)</b>	<b>1 (9.1%)</b>
<sup>b</sup> EF Johnson	<b>0 (0.0%)</b>	<b>1 (9.1%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> M/A-COM	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Ericsson	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>e</sup> Other: _____	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>

**13. Please check the appropriate box to indicate the approximate total number of the following types of radio devices in use by agencies in your service area:**

Unit Type	Number of Units						
	0–10	11–25	26–50	51–75	76–100	101–150	>150
<sup>a</sup> Portable	<b>1 (10.0%)</b>	<b>2 (20.0%)</b>	<b>2 (20.0%)</b>	<b>1 (10.0%)</b>	<b>0 (0.0%)</b>	<b>1 (10.0%)</b>	<b>3 (30.0%)</b>
<sup>b</sup> Mobile	<b>0 (0.0%)</b>	<b>5 (50.0%)</b>	<b>1 (10.0%)</b>	<b>1 (10.0%)</b>	<b>1 (10.0%)</b>	<b>1 (10.0%)</b>	<b>1 (10.0%)</b>
<sup>c</sup> Base Station	<b>10 (90.3%)</b>	<b>1 (9.1%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Other: _____	<b>2 (100.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>

- 14. Please list all of the agencies your communications (dispatch) center currently serves, and check the box describing the agency. Then check the box of the dispatch band each agency uses to receive your dispatch, and the operations band they use once they are out in the field.**

[illegible]

- 15 In your service area, can Law Enforcement, EMS, and Fire Departments communicate with each other on one radio channel or talk group?

Yes = 11 (100%)

No = 0 (0.0%)

16. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring state?

Yes = 5 (45.5%)

No = 5 (45.5%)

- 16a. If you answered “Yes”, please describe your concerns: \_\_\_\_\_

---



---



---

17. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring county?

Yes = 6 (54.5%)

No = 5 (45.5%)

- 17a. If you answered “Yes”, please describe your concerns: \_\_\_\_\_

---



---



---

18. Please rate the severity of the type of wireless radio communications problems you experience. Circle only one rating number for each problem type.

Problem Type	Not A Problem 1	2	3	4	Big Problem 5
<sup>a</sup> Lack of Frequencies	3(27.3%)	4(36.4%)	0(0.0%)	1(9.1%)	3(27.3%)
<sup>b</sup> Lack of Area Coverage	2(18.2%)	1(9.1%)	5(45.5%)	1(9.1%)	2(18.2%)
<sup>c</sup> Frequency Interference from Other Areas	3(27.3%)	3(27.3%)	2(18.2%)	0(0.0%)	3(27.3%)
<sup>d</sup> Lack of Cooperation	4(36.4%)	4(36.4%)	2(18.2%)	1(9.1%)	0(0.0%)
<sup>e</sup> Lack of Standards	4(36.4%)	4(36.4%)	2(18.2%)	1(9.1%)	0(0.0%)
<sup>f</sup> Lack of Funding	0(0.0%)	0(0.0%)	3(30.0%)	3(30.0%)	4(40.0%)

19. Does your agency have 911-dispatch capability?

Yes = 11 (100.0%)

No = 0 (0.0%)

If you do not have 911 dispatch capability, skip to question 21.

20. Do you currently have “enhanced 911” (E911) service for wireline calls, when the calls are identified by telephone number and address through the 911 system?

Yes = 7 (63.6%)

No = 4 (36.4%)



21. Does your agency have global positioning system (GPS) capability?

Yes = 1 (9.1%)

No = 10 (90.9%)

22. Do you currently receive emergency calls directly from wireless cellular telephones?

Yes = 11 (100.0%)

No = 0 (0.0%)

23. Describe any public safety scenarios where communication was a problem: \_\_\_\_\_

---



---



---

24. Are you currently planning to make any “major” changes to your communications system in the near future?

Yes = 6 (54.5%)

No = 5 (45.5%)

24a. If you answered “Yes”, please describe the plans to change your system:

---



---



---

25. Do you support the development of a statewide communications plan that would provide “inter-agency radio communications” among all emergency responders in the event of an incident involving multi-agency response?

Yes = 11 (100.0%)

No = 0 (0.0%)

### SECTION III—TRAINING/CERTIFICATIONS/PROTOCOLS

26. Does your communications center use “standard operating procedures” to guide dispatchers in determining what type of response/help is needed (e.g., number of responding units, type of responding unit)?

Yes = 11 (100.0%)

No = 0 (0.0%)

27. What type of initial training do your dispatchers receive in learning the communications system and determining what type of response/help is needed when answering a call?

Check all that apply.

1. Use of printed materials	Yes = 10(90.9%)	No = 1(9.1%)
2. On the job training	Yes = 11(100.0%)	No = 0(0.0%)
3. Computer based training	Yes = 4(36.4%)	No = 7(63.6%)
4. Formal training course provided by your agency	Yes = 5(45.5%)	No = 6(54.5%)
5. Training provided by other agencies/companies	Yes = 2(18.2%)	No = 9(81.8%)

**28. Do you require your dispatchers to obtain annual continuing education?**

Yes = 6 (54.5%)

No = 5 (45.5%)

**28a. If yes, how many hours are required per year, for the following types of continuing education?**

- |   |          |           |        |       |     |
|---|----------|-----------|--------|-------|-----|
| 1. Formal training provided by your agency:       | __ hours | Mean=17.3 | Max=80 | Min=0 | N=6 |
| 2. Training provided by other agencies/companies: | __ hours | Mean=8.0  | Max=24 | Min=0 | N=6 |
| 3. Other (please specify): _____                  | __ hours | Mean=6.0  | Max=24 | Min=0 | N=6 |

**29. Do you require your dispatchers to successfully complete a program that is designed to provide pre-arrival instructions to callers requesting EMS assistance?**

Yes = 5 (45.5%)

No = 6 (54.5%)

**29a. If you answered "Yes", mark the appropriate boxes in the table below.**

<b>A1. What EMD(Emergency Medical Dispatch) program does your agency use?</b>	APCO	<b>0(0.0%)</b>	Powerphone	<b>0(0.0%)</b>
	Medical Priorities	<b>4(80.0%)</b>	Other:_____	<b>1(20.0%)</b>
<b>A2. Do you require continuing education to maintain and/or update EMD dispatch capabilities?</b>	Yes	<b>4(80.0%)</b>	No	<b>1(20.0%)</b>
<b>A3. Do you have a quality improvement/assurance program in place?</b>	Yes	<b>2(40.0%)</b>	No	<b>3(60.0%)</b>
<b>A4. Does the training program have medical direction or oversight?</b>	Yes	<b>2(40.0%)</b>	No	<b>3(60.0%)</b>

**29b. If you answered "No", do you think EMD pre-arrival instruction training would be beneficial to your operation?**

Yes = 5 (83.3%)

No = 1 (16.7%)

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**30. Please feel free to make additional comments regarding the needs of your communications dispatch center.**

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# **Appendix I**

## **South Central Region Results**

## State of Kansas



### ADVISORY COMMITTEE ON TRAUMA PUBLIC SAFETY COMMUNICATIONS COMMITTEE

---

**Kansas Public Safety Communications Survey**  
April 2003

## ***South Central Region Results***

## SECTION I—BACKGROUND/ADMINISTRATIVE INFORMATION

Name	Position/Division	Mailing Address
Phone & Fax Numbers	E-mail & Web Address	May we contact you in the future? (If yes, indicate any restrictions)
(P)	(E-mail)	<input type="checkbox"/> Yes _____ _____
(F)	(Web)	<input type="checkbox"/> No

7.	Number of emergency phone calls received in 2002 (estimate if needed):	Mean	=	40,866
		Max	=	430,000
		Min	=	300

8. Annually, what percentage of emergency calls are for response by the following agencies? (Use best estimate if calls are not tracked.)

Type of Call	Percentage of All Emergency Calls
<sup>a</sup> EMS	Mean = 22.9 Max = 70 Min = 3 N = 16
<sup>b</sup> Law Enforcement	Mean = 59.2 Max = 90 Min = 15 N = 16
<sup>c</sup> Fire	Mean = 10.1 Max = 25 Min = 1 N = 16
<sup>d</sup> Public Service	Mean = 13.8 Max = 81 Min = 0 N = 16
<sup>e</sup> Other – Please Describe	Mean = 0.6 Max = 7 Min = 0 N = 16

9. Does your center currently provide services 24 hours per day, 7 days a week?

Yes = 16 (100.0%)

No = 0 (0.0%)

- 9a. If you answered “No”, please describe how, when, and to whom duties are transferred:

---



---



---



---

10. What is the total number of communications personnel in your agency?

Personnel Type	Number of Personnel
<sup>a</sup> Full Time Paid	Mean = 11.7 Max = 65 Min = 4 N = 16
<sup>b</sup> Part Time Paid	Mean = 1.2 Max = 4 Min = 0 N = 16
<sup>c</sup> Volunteer	Mean = 0.0 Max = 0 Min = 0 N = 0

11. What is your total budget per year for dispatch/communications services? (Check one)

\$0-\$50,000

0 (0.0%)

\$50,001-\$150,000

7 (43.8%)

\$150,001-\$250,000

2 (12.5%)

> \$250,000

7 (43.8%)

**SECTION II—EMERGENCY DISPATCH COMMUNICATIONS**

**12. Please check the box indicating the manufacturer and approximate age of your radio communications system.**

Manufacturer	System Age (in years)				
	0–5	6–10	11–15	16–20	>20
<sup>a</sup> Motorola	5 (31.3%)	4 (25.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)
<sup>b</sup> EF Johnson	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<sup>c</sup> M/A-COM	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<sup>d</sup> Ericsson	2 (12.5%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)
<sup>e</sup> Other: _____	5 (31.3%)	3 (18.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

**13. Please check the appropriate box to indicate the approximate total number of the following types of radio devices in use by agencies in your service area:**

Unit Type	Number of Units						
	0–10	11–25	26–50	51–75	76–100	101–150	>150
<sup>a</sup> Portable	1 (6.3%)	2 (12.5%)	2 (12.5%)	2 (12.5%)	0 (0.0%)	7 (43.8%)	2 (12.5%)
<sup>b</sup> Mobile	1 (6.3%)	3 (18.8%)	2 (12.5%)	2 (12.5%)	3 (18.8%)	4 (25.0%)	1 (6.3%)
<sup>c</sup> Base Station	10 (66.7%)	4 (26.7%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<sup>d</sup> Other: _____	2 (50.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)

- 14. Please list all of the agencies your communications (dispatch) center currently serves, and check the box describing the agency. Then check the box of the dispatch band each agency uses to receive your dispatch, and the operations band they use once they are out in the field.**

[illegible]



15. In your service area, can Law Enforcement, EMS, and Fire Departments communicate with each other on one radio channel or talk group?

Yes = 13 (81.3%)

No = 3 (18.8%)

16. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring state?

Yes = 5 (31.3%)

No = 11 (68.8%)

- 16a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

17. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring county?

Yes = 11 (68.8%)

No = 5 (31.3%)

- 17a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

18. Please rate the severity of the type of wireless radio communications problems you experience. Circle only one rating number for each problem type.

Problem Type	Not A Problem 1	2	3	4	Big Problem 5
<sup>a</sup> Lack of Frequencies	3(18.8%)	3(18.8%)	3(18.8%)	3(18.8%)	4(25.0%)
<sup>b</sup> Lack of Area Coverage	1(6.3%)	2(12.5%)	8(50.0%)	2(12.5%)	3(18.8%)
<sup>c</sup> Frequency Interference from Other Areas	6(37.5%)	6(37.5%)	4(25.0%)	0(0.0%)	0(0.0%)
<sup>d</sup> Lack of Cooperation	5(31.3%)	3(18.8%)	7(43.8%)	0(0.0%)	1(6.3%)
<sup>e</sup> Lack of Standards	3(18.8%)	5(31.3%)	6(37.5%)	1(6.3%)	1(6.3%)
<sup>f</sup> Lack of Funding	0(0.0%)	0(0.0%)	2(13.3%)	2(13.3%)	11(73.3%)

19. Does your agency have 911-dispatch capability?

Yes = 16 (100.0%)

No = 0 (0.0%)

**If you do not have 911 dispatch capability, skip to question 21.**

20. Do you currently have "enhanced 911" (E911) service for wireline calls, when the calls are identified by telephone number and address through the 911 system?

Yes = 11 (68.8%)

No = 5 (31.2%)

21. Does your agency have global positioning system (GPS) capability?

Yes = 1 (6.3%)

No = 15 (93.8%)

22. Do you currently receive emergency calls directly from wireless cellular telephones?

Yes = 16 (100.0%)

No = 0 (0.0%)

23. Describe any public safety scenarios where communication was a problem: \_\_\_\_\_

---



---



---

24. Are you currently planning to make any “major” changes to your communications system in the near future?

Yes = 8 (50.0%)

No = 8 (50.0%)

24a. If you answered “Yes”, please describe the plans to change your system:

---



---



---

25. Do you support the development of a statewide communications plan that would provide “inter-agency radio communications” among all emergency responders in the event of an incident involving multi-agency response?

Yes = 15 (100.0%)

No = 0 (0.0%)

### SECTION III—TRAINING/CERTIFICATIONS/PROTOCOLS

26. Does your communications center use “standard operating procedures” to guide dispatchers in determining what type of response/help is needed (e.g., number of responding units, type of responding unit)?

Yes = 14 (87.5%)

No = 2 (12.5%)

27. What type of initial training do your dispatchers receive in learning the communications system and determining what type of response/help is needed when answering a call?

Check all that apply.

1. Use of printed materials	Yes = 16(100.0%)	No = 0(0.0%)
2. On the job training	Yes = 16(100.0%)	No = 0(0.0%)
3. Computer based training	Yes = 11(68.8%)	No = 5(31.3%)
4. Formal training course provided by your agency	Yes = 13(81.3%)	No = 3(18.8%)
5. Training provided by other agencies/companies	Yes = 10(62.5%)	No = 6(37.5%)

**28. Do you require your dispatchers to obtain annual continuing education?**

Yes = 12 (75.0%)

No = 4 (25.0%)

**28a. If yes, how many hours are required per year, for the following types of continuing education?**

- |   |          |           |        |       |      |
|---|----------|-----------|--------|-------|------|
| 1. Formal training provided by your agency:       | __ hours | Mean=13.8 | Max=80 | Min=0 | N=12 |
| 2. Training provided by other agencies/companies: | __ hours | Mean=3.0  | Max=16 | Min=0 | N=12 |
| 3. Other (please specify): _____                  | __ hours | Mean=6.7  | Max=24 | Min=0 | N=12 |

**29. Do you require your dispatchers to successfully complete a program that is designed to provide pre-arrival instructions to callers requesting EMS assistance?**

Yes = 12 (75.0%)

No = 4 (25.0%)

**29a. If you answered “Yes”, mark the appropriate boxes in the table below.**

<b>A1. What EMD(Emergency Medical Dispatch) program does your agency use?</b>	APCO	0(0.0%)	Powerphone	1(11.1%)
	Medical Priorities	7(77.8%)	Other:_____	1(11.1%)
<b>A2. Do you require continuing education to maintain and/or update EMD dispatch capabilities?</b>	Yes	12(100.0%)	No	0(100.0%)
<b>A3. Do you have a quality improvement/assurance program in place?</b>	Yes	9(75.0%)	No	3(25.0%)
<b>A4. Does the training program have medical direction or oversight?</b>	Yes	8(66.7%)	No	4(33.3%)

**29b. If you answered “No”, do you think EMD pre-arrival instruction training would be beneficial to your operation?**

Yes = 2 (50.0%)

No = 2 (50.0%)

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**30. Please feel free to make additional comments regarding the needs of your communications dispatch center.**

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# **Appendix J**

---

## **South West Region Results**

## State of Kansas



### ADVISORY COMMITTEE ON TRAUMA PUBLIC SAFETY COMMUNICATIONS COMMITTEE

---

**Kansas Public Safety Communications Survey**  
April 2003

## ***South West Region Results***

## SECTION I—BACKGROUND/ADMINISTRATIVE INFORMATION

Name	Position/Division	Mailing Address
Phone & Fax Numbers	E-mail & Web Address	May we contact you in the future? (If yes, indicate any restrictions)
(P)	(E-mail)	<input type="checkbox"/> Yes _____ _____
(F)	(Web)	<input type="checkbox"/> No

<b>7. Number of emergency phone calls received in 2002 (estimate if needed):</b>	<b>Mean</b>	<b>=</b>	<b>3,005</b>
	<b>Max</b>	<b>=</b>	<b>16,357</b>
	<b>Min</b>	<b>=</b>	<b>52</b>

8. Annually, what percentage of emergency calls are for response by the following agencies? (Use best estimate if calls are not tracked.)

Type of Call	Percentage of All Emergency Calls
<sup>a</sup> EMS	Mean = 24.9 Max = 50 Min = 5 N = 17
<sup>b</sup> Law Enforcement	Mean = 58.1 Max = 90 Min = 20 N = 17
<sup>c</sup> Fire	Mean = 11.6 Max = 30 Min = 2 N = 17
<sup>d</sup> Public Service	Mean = 2.5 Max = 10 Min = 0 N = 17
<sup>e</sup> Other – Please Describe	Mean = 2.9 Max = 50 Min = 0 N = 17

9. Does your center currently provide services 24 hours per day, 7 days a week?

Yes = 17 (100.0%)

No = 0 (0.0%)

- 9a. If you answered “No”, please describe how, when, and to whom duties are transferred:

---



---



---



---

10. What is the total number of communications personnel in your agency?

Personnel Type	Number of Personnel
<sup>a</sup> Full Time Paid	Mean = 6.4 Max = 16 Min = 3 N = 17
<sup>b</sup> Part Time Paid	Mean = 1.8 Max = 5 Min = 0 N = 17
<sup>c</sup> Volunteer	Mean = 0.1 Max = 1 Min = 0 N = 17

11. What is your total budget per year for dispatch/communications services? (Check one)

\$0-\$50,000

4 (28.6%)

\$50,001-\$150,000

5 (35.7%)

\$150,001-\$250,000

3 (21.4%)

> \$250,000

2 14.3%

**SECTION II—EMERGENCY DISPATCH COMMUNICATIONS**

**12. Please check the box indicating the manufacturer and approximate age of your radio communications system.**

Manufacturer	System Age (in years)				
	0–5	6–10	11–15	16–20	>20
<sup>a</sup> Motorola	<b>7 (41.2%)</b>	<b>3 (17.6%)</b>	<b>4 (23.5%)</b>	<b>0 (0.0%)</b>	<b>1 (5.9%)</b>
<sup>b</sup> EF Johnson	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> M/A-COM	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Ericsson	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>e</sup> Other: _____	<b>1 (5.9%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>1 (5.9%)</b>

**13. Please check the appropriate box to indicate the approximate total number of the following types of radio devices in use by agencies in your service area:**

Unit Type	Number of Units						
	0–10	11–25	26–50	51–75	76–100	101–150	>150
<sup>a</sup> Portable	<b>5 (29.4%)</b>	<b>8 (47.1%)</b>	<b>0 (0.0%)</b>	<b>2 (11.8%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>2 (11.8%)</b>
<sup>b</sup> Mobile	<b>4 (25.0%)</b>	<b>8 (50.0%)</b>	<b>2 (12.5%)</b>	<b>0 (0.0%)</b>	<b>1 (6.3%)</b>	<b>1 (6.3%)</b>	<b>0 (0.0%)</b>
<sup>c</sup> Base Station	<b>17 (100.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>
<sup>d</sup> Other: _____	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>	<b>0 (0.0%)</b>



- 14. Please list all of the agencies your communications (dispatch) center currently serves, and check the box describing the agency. Then check the box of the dispatch band each agency uses to receive your dispatch, and the operations band they use once they are out in the field.**

[illegible]

15. In your service area, can Law Enforcement, EMS, and Fire Departments communicate with each other on one radio channel or talk group?

Yes = 15 (88.2%)

No = 2 (11.8%)

16. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring state?

Yes = 6 (35.3%)

No = 11 (64.7%)

- 16a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

17. Is there an operational concern with radio communications between agencies served by your communications center and a neighboring county?

Yes = 7 (41.2%)

No = 10 (58.8%)

- 17a. If you answered "Yes", please describe your concerns: \_\_\_\_\_

---



---



---

18. Please rate the severity of the type of wireless radio communications problems you experience. Circle only one rating number for each problem type.

Problem Type	Not A Problem				Big Problem
	1	2	3	4	5
<sup>a</sup> Lack of Frequencies	8(47.1%)	2(11.8%)	5(29.4%)	0(0.0%)	2(11.8%)
<sup>b</sup> Lack of Area Coverage	4(23.5%)	4(23.5%)	1(5.9%)	3(17.6%)	5(29.4%)
<sup>c</sup> Frequency Interference from Other Areas	13(76.5%)	2(11.8%)	1(5.9%)	1(5.9%)	0(0.0%)
<sup>d</sup> Lack of Cooperation	12(70.6%)	3(17.6%)	1(5.9%)	0(0.0%)	1(5.9%)
<sup>e</sup> Lack of Standards	12(70.6%)	3(17.6%)	2(11.8%)	0(0.0%)	0(0.0%)
<sup>f</sup> Lack of Funding	0(0.0%)	0(0.0%)	3(21.4%)	1(7.1%)	10(71.4%)

19. Does your agency have 911-dispatch capability?

Yes = 17 (100.0%)

No = 0 (0.0%)

**If you do not have 911 dispatch capability, skip to question 21.**

20. Do you currently have "enhanced 911" (E911) service for wireline calls, when the calls are identified by telephone number and address through the 911 system?

Yes = 9 (52.9%)

No = 8 (47.1%)

21. Does your agency have global positioning system (GPS) capability?

Yes = 0 (0.0%)

No = 17 (100.0%)

22. Do you currently receive emergency calls directly from wireless cellular telephones?

Yes = 17 (100.0%)

No = 0 (0.0%)

23. Describe any public safety scenarios where communication was a problem: \_\_\_\_\_

---



---



---

24. Are you currently planning to make any “major” changes to your communications system in the near future?

Yes = 3 (17.6%)

No = 14 (82.4%)

24a. If you answered “Yes”, please describe the plans to change your system:

---



---



---

25. Do you support the development of a statewide communications plan that would provide “inter-agency radio communications” among all emergency responders in the event of an incident involving multi-agency response?

Yes = 15 (88.2%)

No = 2 (11.8%)

### SECTION III—TRAINING/CERTIFICATIONS/PROTOCOLS

26. Does your communications center use “standard operating procedures” to guide dispatchers in determining what type of response/help is needed (e.g., number of responding units, type of responding unit)?

Yes = 16 (94.1%)

No = 1 (5.9%)

27. What type of initial training do your dispatchers receive in learning the communications system and determining what type of response/help is needed when answering a call?

Check all that apply.

1. Use of printed materials	Yes = 15(88.2%)	No = 2(11.8%)
2. On the job training	Yes = 17(100.0%)	No = 0(0.0%)
3. Computer based training	Yes = 8(47.1%)	No = 9(52.9%)
4. Formal training course provided by your agency	Yes = 5(29.4%)	No = 12(70.6%)
5. Training provided by other agencies/companies	Yes = 11(64.7%)	No = 6(35.3%)

**28. Do you require your dispatchers to obtain annual continuing education?**

Yes = 5 (29.4%)

No = 12 (70.6%)

**28a. If yes, how many hours are required per year, for the following types of continuing education?**

- |   |          |          |        |       |     |
|---|----------|----------|--------|-------|-----|
| 1. Formal training provided by your agency:       | __ hours | Mean=5.4 | Max=11 | Min=0 | N=5 |
| 2. Training provided by other agencies/companies: | __ hours | Mean=5.6 | Max=12 | Min=0 | N=5 |
| 3. Other (please specify): _____                  | __ hours | Mean=4.8 | Max=16 | Min=0 | N=5 |

**29. Do you require your dispatchers to successfully complete a program that is designed to provide pre-arrival instructions to callers requesting EMS assistance?**

Yes = 6 (35.3%)

No = 11 (64.7%)

**29a. If you answered “Yes”, mark the appropriate boxes in the table below.**

<b>A1. What EMD(Emergency Medical Dispatch) program does your agency use?</b>	APCO	<b>1(16.7%)</b>	Powerphone	<b>0(0.0%)</b>
	Medical Priorities	<b>5(83.3%)</b>	Other:_____	<b>0(0.0%)</b>
<b>A2. Do you require continuing education to maintain and/or update EMD dispatch capabilities?</b>	Yes	<b>4(66.7%)</b>	No	<b>2(33.3%)</b>
<b>A3. Do you have a quality improvement/assurance program in place?</b>	Yes	<b>3(50.0%)</b>	No	<b>3(50.0%)</b>
<b>A4. Does the training program have medical direction or oversight?</b>	Yes	<b>4(66.7%)</b>	No	<b>2(33.3%)</b>

**29b. If you answered “No”, do you think EMD pre-arrival instruction training would be beneficial to your operation?**

Yes = 6 (54.5%)

No = 5 (45.5%)

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**30. Please feel free to make additional comments regarding the needs of your communications dispatch center.**

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# **Appendix K**

## **Question 14**

### **Summary Table for Each Trauma Council Region**

**Question 14 Summary Table for Each Trauma Council Region**

**NUMBER OF EACH TYPE OF AGENCY USING WHICH BAND, PER REGION**

**NORTH EAST REGION**

	Dispatch Band						Operational Band					
	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
Fire	0	0	38	5	1	1	0	0	39	5	1	0
EMS	0	0	17	4	1	1	0	0	18	4	1	0
Law Enfo.	0	0	19	18	6	0	0	0	19	19	6	0
Hosp.	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	8	8	1	1	0	0	9	7	1	1

**NORTH CENTRAL REGION**

	Dispatch Band						Operational Band					
	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
Fire	0	6	29	20	5	7	0	0	29	20	5	7
EMS	0	1	5	6	1	1	0	0	5	6	1	1
Law Enfo.	0	2	14	9	6	1	0	0	14	9	6	1
Hosp.	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	4	3	0	0	0	0	4	3	0	0

**NORTH WEST REGION**

	Dispatch Band						Operational Band					
	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
Fire	0	0	39	20	4	0	3	0	35	12	4	0
EMS	0	0	17	10	1	0	0	0	16	7	1	0
Law Enfo.	0	0	20	10	8	0	0	0	16	11	8	0
Hosp.	0	0	3	1	0	0	0	0	3	1	0	0
Other	0	0	3	3	0	0	0	0	3	3	0	0

**SOUTH EAST REGION**

	Dispatch Band						Operational Band					
	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
Fire	0	0	36	18	0	0	0	0	36	17	0	0
EMS	0	1	5	11	0	1	0	1	5	10	0	0
Law Enfo.	0	4	28	12	1	3	0	4	29	11	4	0
Hosp.	0	0	0	1	0	0	0	0	0	1	0	0
Other	0	0	2	2	0	0	0	0	2	1	1	0

### SOUTH CENTRAL REGION

	Dispatch Band						Operational Band					
	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
Fire	0	0	18	37	2	0	0	0	20	38	0	2
EMS	0	0	9	13	2	0	0	0	10	13	0	0
Law Enfo.	0	0	17	24	3	0	0	0	17	24	2	0
Hosp.	0	0	0	2	1	0	0	0	0	3	0	0
Other	0	0	1	5	0	0	0	0	1	5	0	0

### SOUTH WEST REGION

	Dispatch Band						Operational Band					
	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
Fire	0	0	14	13	0	0	0	0	12	7	0	0
EMS	0	0	9	10	0	0	0	0	10	7	0	0
Law Enfo.	0	0	18	9	1	0	0	0	17	6	3	0
Hosp.	0	0	2	0	0	0	0	0	2	0	0	0
Other	0	0	4	5	0	0	0	0	4	5	0	0

### STATE WIDE DATA

	Dispatch Band						Operational Band					
	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
Fire	0	6	174	113	12	8	3	0	171	99	10	9
EMS	0	2	62	54	5	3	0	1	64	47	3	1
Law Enfo.	0	6	116	82	25	4	0	4	112	80	29	1
Hosp.	0	0	5	4	1	0	0	0	5	5	0	0
Other	0	0	22	26	1	1	0	0	23	24	2	1

North East Region

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
ATCHISON COUNTY RESCUE	ATCHISON	NE					X												
ATCHISON FIRE DEPARTMENT	ATCHISON	NE	X																
ATCHISON POLICE DEPARTMENT	ATCHISON	NE			X														
ATCHISON SHERIFF'S OFFICE	ATCHISON	NE			X														
EFFINGHAM EMS	ATCHISON	NE		X															
EFFINGHAM FIRE DEPARTMENT	ATCHISON	NE	X																
LANCASTER FIRE DEPARTMENT	ATCHISON	NE	X																
MOUNT PLEASANT FIRE DEPARTMENT	ATCHISON	NE	X																
RIVERBEND EMS	ATCHISON	NE		X															
SHANNON FIRE DEPARTMENT	ATCHISON	NE	X																
WALNUT FIRE DEPARTMENT	ATCHISON	NE	X																
BROWN COUNTY SHERIFF OFFICE	BROWN	NE			X					X	X					X	X		
BROWN COUNTY SHERIFF'S DEPT.	BROWN	NE			X					X						X			
EVEREST FIRE DEPARTMENT	BROWN	NE	X							X	X					X	X		
FAIRVIEW FIRE DEPT.	BROWN	NE	X							X						X			
FISH AND GAME	BROWN	NE			X					X	X					X	X		
HIAWATHA FIRE DEPT.	BROWN	NE	X							X						X			
HIAWATHA POLICE DEPT.	BROWN	NE			X					X						X			
HIGHWAY PATROL	BROWN	NE			X					X	X					X	X		
HORTON EMERGENCY MEDICAL SERVICE	BROWN	NE		X						X	X					X	X		
HORTON FIRE DEPARTMENT	BROWN	NE	X							X	X					X	X		
HORTON POLICE DEPARTMENT	BROWN	NE			X					X	X					X	X		
HORTON POLICE DEPT.	BROWN	NE	X	X	X														
IOWA FIRE DEPT.	BROWN	NE	X							X						X			
IOWA TRIBAL POLICE	BROWN	NE			X					X						X			
KICKAPOO FIRE DEPT.	BROWN	NE	X							X						X			
KICKAPOO TRIBAL POLICE	BROWN	NE			X					X						X			
MORRILL FIRE DEPT.	BROWN	NE	X							X						X			
POWHATTAN FIRE DEPT.	BROWN	NE	X							X						X			



Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
ROBINSON FIRE DEPT.	BROWN	NE	X							X						X			
SAC & FIX POLICE DEPARTMENT	BROWN	NE			X					X	X					X	X		
SQUAD 48	BROWN	NE					X			X						X			
TOWN & COUNTY AMBULANCE	BROWN	NE		X						X						X			
USD 430 BUS FREQUENCY	BROWN	NE					X			X	X					X	X		
BURLINGTON POLICE DEPARTMENT	COFFEY	NE			X						X						X		
BURLINGTON SCHOOLS	COFFEY	NE					X				X					X	X		
COFFEY CO. EMS	COFFEY	NE		X							X						X		
COFFEY CO. FIRE DIST # X	COFFEY	NE	X								X						X		
COFFEY COUNTY EMERGENCY PREPARD.	COFFEY	NE					X				X						X		
COFFEY COUNTY LAKE	COFFEY	NE			X						X						X		
COFFEY COUNTY SHERIFF'S OFFICE	COFFEY	NE			X					X	X					X	X		
COFFEY ROAD AND BRIDGE	COFFEY	NE					X				X						X		
COMM. W/ WOLF CREEK NUCLEAR OPERATING CORP	COFFEY	NE					X						X						X
JRR CORPS OF ENGINEERS	COFFEY	NE					X				X						X		
KANSAS HIGHWAY PATROL	COFFEY	NE			X						X	X					X	X	
KANSAS WILDLIFE AND PARKS	COFFEY	NE			X						X						X	X	
LEBO POLICE DEPARTMENT	COFFEY	NE			X						X						X		
LEROY POLICE DEPARTMENT	COFFEY	NE			X						X						X		
WAVERLY POLICE DEPARTMENT	COFFEY	NE			X						X						X		
BALDWIN EMS	DOUGLAS	NE		X						X						X			
BALDWIN FIRE	DOUGLAS	NE	X							X						X			
BALDWIN POLICE DEPARTMENT	DOUGLAS	NE			X						X						X		
CLARION EMS	DOUGLAS	NE		X						X						X			
CLINTON FIRE	DOUGLAS	NE	X							X						X			
DG COUNTY FIRE & MEDICAL (COMBINED)	DOUGLAS	NE	X	X						X						X			
DOUGLAS COUNTY SHERIFF'S OFFICE	DOUGLAS	NE			X						X						X		
EUDORA CITY FIRE	DOUGLAS	NE	X							X						X			
EUDORA EMS	DOUGLAS	NE		X						X						X			
EUDORA POLICE DEPARTMENT	DOUGLAS	NE			X						X						X		
EUDORA TOWNSHIP FIRE	DOUGLAS	NE	X							X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
KANWAKA EMS	DOUGLAS	NE		X						X						X			
KANWAKA FIRE	DOUGLAS	NE	X							X						X			
KS HIGHWAY PARTROL(LIMITED)	DOUGLAS	NE			X							X						X	
KU FACILITIES OPERATIONS	DOUGLAS	NE					X			X						X			
KU PARKING SERVICES	DOUGLAS	NE					X				X						X		
KU POLICE	DOUGLAS	NE			X							X						X	
KU SAFETY AND SECURITY	DOUGLAS	NE					X					X						X	
KU SECURITY NETWORK	DOUGLAS	NE					X				X						X		
LAWRENCE FIRE	DOUGLAS	NE	X							X						X			
LAWRENCE FIRE / MED	DOUGLAS	NE	X	X						X		X				X		X	
LAWRENCE POLICE DEPARTMENT	DOUGLAS	NE			X						X						X		
LECOMPTON EMS	DOUGLAS	NE		X						X						X			
LECOMPTON FIRE	DOUGLAS	NE	X							X						X			
OSAGE EMS	DOUGLAS	NE		X									X			X			
OSAGE FIRE	DOUGLAS	NE	X										X			X			
PALMYRA FIRE	DOUGLAS	NE	X							X						X			
WAKARUSA EMS	DOUGLAS	NE		X						X						X			
WAKARUSA FIRE	DOUGLAS	NE	X							X						X			
WILLOW SPRINGS FIRE	DOUGLAS	NE	X							X						X			
CENTROPBLIS TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
CUTLER TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
FRANKLIN COUNTY AMBULANCE	FRANKLIN	NE		X							X						X		
FRANKLIN COUNTY SHERIFF	FRANKLIN	NE			X					X						X			
HARRISON TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
KHP	FRANKLIN	NE			X							X					X		
LINCOLN TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
OTTAWA FIRE	FRANKLIN	NE	X								X						X		
OTTAWA POLICE DEPT.	FRANKLIN	NE			X					X						X			
OTTAWA TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
POMONA TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
POTTAWATOMIE TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Info.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
PRINCETON TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
RICHMOND TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
RICHMOND POLICE DEPT	FRANKLIN	NE			X					X						X			
WELLSVILLE POLICE DEPT.	FRANKLIN	NE			X					X						X			
WELLSVILLE TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
WILLIAMSBURG TOWNSHIP FIRE	FRANKLIN	NE	X							X						X			
TRIBAL EMS	JACKSON	NE		X						X	X					X	X		
TRIBAL FIRE	JACKSON	NE	X							X	X					X	X		
TRIBAL LAND	JACKSON	NE					X												
TRIBAL POLICE	JACKSON	NE			X					X	X	X				X	X	X	
TRIBAL ROAD / BRIDGE	JACKSON	NE					X												
CORP. OF ENGINEERS	JEFFERSON	NE			X					X						X			
DISTRICT XX EMS	JEFFERSON	NE		X						X						X			
DISTRICT XX FIRE	JEFFERSON	NE	X				X			X						X			
FAIRVIEW FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
JEFFERS COUNTY ROAD DEPT	JEFFERSON	NE					X				X								
JEFFERSON COUNTY AMBULANCE	JEFFERSON	NE		X						X						X			
JEFFERSON COUNTY EMERGENCY MGT	JEFFERSON	NE	X	X	X		X			X						X			
JEFFERSON COUNTY SHERIFF	JEFFERSON	NE			X					X						X			
KANSAS HIGHWAY PATROL	JEFFERSON	NE			X							X						X	
KANSAS WILDLIFE AND PARKS	JEFFERSON	NE			X					X						X			
KAW FIRE DEPARTMENT	JEFFERSON	NE	X	X			X			X						X			
KENTUCKY FIRE DEPARTMENT	JEFFERSON	NE	X	X			X			X						X			
KS FIRE MARSHALL'S OFFICE	JEFFERSON	NE	X							X						X			
MCLOUTH FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
NORTON FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
OSKALOOSA FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
OZAWKIE FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
ROCK CREEK FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
RURAL FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
SARCOKIE FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
UNION FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
WINCHESTER FIRE DEPT.	JEFFERSON	NE	X	X			X			X						X			
DESOTO FIRE	JOHNSON	NE	X	X						X						X			
DIST. X FIRE	JOHNSON	NE	X	X						X						X			
DISTRICT FIRE (CONSOLIDATED)	JOHNSON	NE	X	X						X						X			
FAIRWAY POLICE	JOHNSON	NE			X							X						X	
FIRE DIST. RURAL	JOHNSON	NE	X	X						X						X			
GARDNER DEPARTMENT & PUBLIC SAFETY	JOHNSON	NE			X							X						X	
GARDNER PUBLIC SAFETY	JOHNSON	NE	X	X	X					X						X		X	
INTERCITY	JOHNSON	NE			X						X						X		
JOHNSON COUNTY SHERIFF OFFICE	JOHNSON	NE			X							X				X		X	
LAKE QUIVIRA FIRE	JOHNSON	NE	X	X						X						X			
LAKE QUIVIRA POLICE	JOHNSON	NE			X							X						X	
LEAWOOD FIRE	JOHNSON	NE	X	X						X						X			
LEAWOOD KANSAS POLICE DEPT.	JOHNSON	NE			X							X						X	
LENEXA FIRE	JOHNSON	NE	X	X						X						X			
LEXINGTON FIRE (DIST. 3)	JOHNSON	NE	X	X						X						X			
LIFE NET	JOHNSON	NE		X						X						X	X	X	
LOCAL GOVERNMENT	JOHNSON	NE					X				X						X		
MED - ACT	JOHNSON	NE	X	X						X						X	X	X	
MERRIAM FIRE	JOHNSON	NE	X	X						X						X			
MERRIAM POLICE	JOHNSON	NE			X							X						X	
MISSION POLICE	JOHNSON	NE			X							X						X	
OLATHE FIRE	JOHNSON	NE	X	X						X						X		X	
OLATHE PD CH.	JOHNSON	NE			X						X						X		
OLATHE PD CH. 3	JOHNSON	NE			X						X						X		
OLATHE PD CH. X	JOHNSON	NE			X						X						X		
OVERLAND PARK FIRE	JOHNSON	NE	X	X						X						X	X	X	
OVERLAND PARL POLICE DEPT.	JOHNSON	NE			X							X						X	
ROELAND PARK POLICE	JOHNSON	NE			X							X						X	
SHAWNEE FIRE	JOHNSON	NE	X	X						X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
SHAWNEE MISSION PARK POLICE	JOHNSON	NE			X							X						X	
SPRING HILL POLICE	JOHNSON	NE			X							X						X	
WESTWOOD POLICE	JOHNSON	NE			X							X						X	
ALEXANDRIA TWSP	LEAVENWORTH	NE	X							X						X			
BAVENOR PD	LEAVENWORTH	NE			X							X						X	
COUNTY WIDE WAIER	LEAVENWORTH	NE					X			X						X			
DELAWARE TWSP	LEAVENWORTH	NE	X							X						X			
EASTON TWSP	LEAVENWORTH	NE	X							X						X			
EMERGENCY MGMT RESCUE	LEAVENWORTH	NE					X			X						X			
EMS STATION	LEAVENWORTH	NE		X						X						X			
EMS STATION 3	LEAVENWORTH	NE		X						X						X			
EMS STATION X	LEAVENWORTH	NE		X						X						X			
FAIRMONT TWSP	LEAVENWORTH	NE	X							X						X			
KICKAPOO TWSP	LEAVENWORTH	NE	X							X						X			
LANSING PD	LEAVENWORTH	NE			X							X						X	
LV SHERIFF	LEAVENWORTH	NE			X							X						X	
RENO TWSP	LEAVENWORTH	NE	X							X						X			
SHERMAN TWSP	LEAVENWORTH	NE	X							X						X			
STRANGER TWSP	LEAVENWORTH	NE	X							X						X			
TONGANOXIE CITY	LEAVENWORTH	NE	X							X						X			
TONGANOXIE TWSP	LEAVENWORTH	NE	X							X						X			
KANSAS DEPT. WILDLIFE & PARKS	LINN	NE			X					X						X			
KANSAS HIGHWAY PATROL	LINN	NE			X					X						X			
LACYGNE FIRE	LINN	NE	X							X						X			
LACYGNE POLICE DEPT.	LINN	NE			X					X						X			
LINN COUNTY AMBULANCE	LINN	NE		X						X						X			
LINN COUNTY RURAL FIRE	LINN	NE	X							X						X			
LINN VALLEY FIRE	LINN	NE	X							X						X			
LINN VALLEY POLICE DEPT.	LINN	NE			X					X						X			
PLEASANTON FIRE	LINN	NE	X							X						X			
PLEASANTON POLICE DEPT.	LINN	NE			X					X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Info.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
EMPORIA FIRE DEPARTMENT	LYON	NE	X							X						X			
EMPORIA FIRE DEPARTMENT	LYON	NE		X						X						X			
EMPORIA POLICE DEPARTMENT	LYON	NE			X					X						X			
AXTEL FIRE, CITY AND RURAL	MARSHALL	NE	X								X						X		
AXTELL AMBULANCE	MARSHALL	NE		X							X						X		
BEATTIE FIRE, CITY AND RURAL	MARSHALL	NE	X								X						X		
BLUE RAPIDS FIRE, CITY AND RURAL	MARSHALL	NE	X								X						X		
BLUE RAPIDS POLICE DEPT.	MARSHALL	NE			X						X						X		
BREMEN RURAL FIRE - RURAL	MARSHALL	NE	X								X						X		
FRANKFORT AMBULANCE	MARSHALL	NE		X							X						X		
FRANKFORT FIRE, CITY AND RURAL	MARSHALL	NE	X								X						X		
FRANKFORT POLICE DEPT.	MARSHALL	NE			X						X						X		
MARSHALL COUNTY SHERIFF	MARSHALL	NE			X						X						X		
MARYSVILLE AMBULANCE	MARSHALL	NE		X							X						X		
MARYSVILLE FIRE, CITY AND RURAL	MARSHALL	NE	X								X						X		
MARYSVILLE POLICE DEPT.	MARSHALL	NE			X						X						X		
SUMMERFIELD FIRE, CITY AND RURAL	MARSHALL	NE	X								X						X		
VERMILLION FIRE	MARSHALL	NE	X								X						X		
WATERVILLE AMBULANCE	MARSHALL	NE		X							X						X		
WATERVILLE FIRE, CITY AND RURAL	MARSHALL	NE	X								X						X		
WATERVILLE POLICE DEPT.	MARSHALL	NE			X						X						X		
ANIMAL CONTROL	MORRIS	NE					X						X						X
BURDICK	MORRIS	NE	X										X						X
CG STREET DEPT.	MORRIS	NE					X			X						X			
CG WATER DEPT.	MORRIS	NE					X			X						X			
COUNCIL GROVE FIRE	MORRIS	NE	X							X						X			
COUNCIL GROVE POLICE DEPT.	MORRIS	NE			X					X						X			
DIAMOND SPRINGS	MORRIS	NE	X										X						X
DUNLAP	MORRIS	NE	X										X						X
DWIGHT	MORRIS	NE	X							X						X			
EMS	MORRIS	NE		X						X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
SHERIFF'S OFFICE	MORRIS	NE			X					X						X			
US ARMY CORP OF ENGRS	MORRIS	NE					X			X						X			
WHITE CITY	MORRIS	NE	X							X						X			
WILSEY	MORRIS	NE	X							X						X			
BERN FIRE	NEMAHA	NE	X							X						X			
CENTRALIA EMS	NEMAHA	NE		X						X						X			
CENTRALIA FIRE	NEMAHA	NE	X							X						X			
CORNING FIRE	NEMAHA	NE	X							X						X			
GOFF FIRE	NEMAHA	NE	X							X						X			
NEMAHA COUNTY SHERIFF	NEMAHA	NE			X					X						X			
SABETHA POLICE	NEMAHA	NE			X					X						X			
SENECA EMS	NEMAHA	NE		X						X						X			
SENECA FIRE	NEMAHA	NE	X							X						X			
SENECA POLICE	NEMAHA	NE			X					X						X			
WETMORE FIRE	NEMAHA	NE	X							X						X			
ALL LISTED TOWNSHIP	OSAGE	NE	X	X						X	X								
AMR	OSAGE	NE		X						X	X								
BURLINGAME POLICE	OSAGE	NE	X	X	X					X	X								
CARBONDALE POLICE	OSAGE	NE	X	X	X					X	X								
LYNDON POLICE	OSAGE	NE	X	X	X					X	X								
MELVERN POLICE	OSAGE	NE	X	X	X					X	X								
OSAGE CITY POLICE	OSAGE	NE	X	X	X					X	X								
OSAGE COUNTY SHERIFF	OSAGE	NE			X					X	X								
OVERBROOK POLICE	OSAGE	NE	X	X	X					X	X								
QUENEMO	OSAGE	NE	X	X	X					X	X								
SCRANTON POLICE	OSAGE	NE	X	X	X					X	X								
BELVUE FIRE	POTTAWATOMIE	NE	X								X						X		
BLUE TOWNSHIP FIRE	POTTAWATOMIE	NE	X								X						X		
EMMETT FIRE	POTTAWATOMIE	NE	X								X						X		
LOUISVILLE FIRE	POTTAWATOMIE	NE	X								X						X		
OLSBURG FIRE	POTTAWATOMIE	NE	X								X						X		

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
ONAGA FIRE	POTTAWATOMIE	NE	X								X						X		
ONAGA PD	POTTAWATOMIE	NE			X						X						X		
POTTAWATOMIE COUNTY EMS	POTTAWATOMIE	NE		X							X						X		
POTTAWATOMIE COUNTY SHERIFF	POTTAWATOMIE	NE			X						X						X		
RURAL FIRE DISTRICT 7	POTTAWATOMIE	NE	X								X						X		
ST GEORGE FIRE	POTTAWATOMIE	NE	X								X						X		
ST GEORGE PD	POTTAWATOMIE	NE			X						X						X		
ST MARYS FIRE	POTTAWATOMIE	NE	X								X						X		
ST MARYS PD	POTTAWATOMIE	NE			X						X						X		
WESTMORELAND FIRE	POTTAWATOMIE	NE	X								X						X		
WHEATON FIRE	POTTAWATOMIE	NE	X								X						X		
KANSAS STATE POLICE DEPT.	RILEY	NE			X							X						X	
KANSAS WILDLIFE AND PARKS	RILEY	NE			X					X						X			
KSU PD	RILEY	NE			X							X						X	
MANHATTAN FIRE DEPT.	RILEY	NE	X							X						X			
RILEY CITY FIRE DEPT.	RILEY	NE	X							X						X			
RILEY COUNTY EMS	RILEY	NE		X						X						X		X	
RILEY COUNTY FIRE DISTRICT	RILEY	NE	X							X						X			
RILEY COUNTY POLICE DEPT.	RILEY	NE			X					X						X			
AUBURN FIRE DEPT.	SHAWNEE	NE	X									X						X	
AUBURN POLICE	SHAWNEE	NE			X							X						X	
DOVER FIRE DEPT.	SHAWNEE	NE	X									X						X	
MISSION FIRE DEPT.	SHAWNEE	NE	X									X						X	
ROSSVILLE FIRE DEPT.	SHAWNEE	NE	X									X						X	
ROSSVILLE POLICE	SHAWNEE	NE			X							X						X	
SHAWNEE SHERIFF	SHAWNEE	NE			X							X						X	
SILVER LAKE FIRE DEPT	SHAWNEE	NE	X									X						X	
SILVER LAKE POLICE	SHAWNEE	NE			X							X						X	
SOLDIER FIRE DEPT.	SHAWNEE	NE	X									X						X	
TOPEKA / TECUMSEH FIRE DEPT.	SHAWNEE	NE	X									X						X	
TOPEKA FIRE DEPT.	SHAWNEE	NE	X									X						X	



Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
TOPEKA POLICE	SHAWNEE	NE			X							X						X	
ALMA FIRE DEPT.	WABAUNSEE	NE	X							X			X			X			X
ALTA VISTA CITY	WABAUNSEE	NE	X							X						X			
ALTA VISTA RURAL	WABAUNSEE	NE	X							X						X			
AMR	WABAUNSEE	NE		X						X						X		X	
CITY OF ESKRIDGE POLICE	WABAUNSEE	NE			X							X						X	
CITY OF MAPLE HILL POLICE	WABAUNSEE	NE			X							X						X	
ESKRIDGE (WCFD #5)	WABAUNSEE	NE	X							X						X			
HARVEYVILLE FD (WCFD #3)	WABAUNSEE	NE	X								X						X		
MAPLE HILL FD(WCFD # 4)	WABAUNSEE	NE	X							X						X			
MCFARLAND FD	WABAUNSEE	NE	X							X						X			
PAXICO FD	WABAUNSEE	NE	X							X						X			
WABAUNSEE COUNTY SHERIFF OFFICE	WABAUNSEE	NE			X				X			X			X			X	
WABAUNSEE TOWNSHIP FD	WABAUNSEE	NE	X							X						X			
BARNES FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
CLIFTON FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
GREENLEAF AMBULANCE	WASHINGTON	NE		X						X						X			
GREENLEAF FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
GREENLEAF RESCUE SQUAD	WASHINGTON	NE		X						X						X			
HADDAM FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
HANOVER / HOLLENBERG FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
HANOVER AMBULANCE	WASHINGTON	NE		X						X						X			
HANOVER HOSPITAL	WASHINGTON	NE		X						X						X			
LINN / PALMER FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
LINN AMBULANCE	WASHINGTON	NE		X						X						X			
MAHASKA FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
MORROWVILLE FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
MORROWVILLE XST RESPONDERS	WASHINGTON	NE		X						X						X			
WASHINGTON AMBULANCE	WASHINGTON	NE		X						X						X			
WASHINGTON CO. EMERGENCY MANAGEMENT	WASHINGTON	NE					X			X						X			
WASHINGTON CO. HOSPITAL	WASHINGTON	NE		X						X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
WASHINGTON COUNTY SHERIFF	WASHINGTON	NE			X					X						X			
WASHINGTON COUNTY WEATHER WATCHERS	WASHINGTON	NE					X			X						X			
WASHINGTON FIRE DEPARTMENT	WASHINGTON	NE	X							X						X			
WASHINGTON RESCUE SQUAD	WASHINGTON	NE		X						X						X			

North Central Region

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
CLAY CENTER / HAYES RURAL	CLAY	NC	X								X						X		
CLAY CENTER FIRE DEPT	CLAY	NC	X								X						X		
CLAY CENTER POLICE	CLAY	NC			X						X						X		
CLAY CO EMS	CLAY	NC		X							X						X		
CLAY CO RESCUE	CLAY	NC					X				X						X		
CLAY CO SHERIFF	CLAY	NC			X						X						X		
CLIFTON EMS	CLAY	NC		X							X						X		
CLIFTON FIRE CITY AND RURAL	CLAY	NC	X								X						X		
GREEN CITY AND RUAL	CLAY	NC	X								X						X		
KS FISH AND GAME OFF.	CLAY	NC					X				X						X		
LONG FIRE CITY AND RURAL	CLAY	NC	X								X						X		
MORGANVILLE - CITY AND RURAL	CLAY	NC	X								X						X		
WAKEFIELD CITY AND RUAL	CLAY	NC	X								X						X		
WAKEFIELD POLICE DEPT.	CLAY	NC			X						X						X		
ABILENE FD	DICKINSON	NC	X							X						X			
ABILENE PD	DICKINSON	NC			X					X						X			
CHAPMAN FD	DICKINSON	NC	X							X						X			
CHAPMAN PD	DICKINSON	NC			X					X						X			
COUNTY RURAL FIRE	DICKINSON	NC	X							X						X			
DICKINSON CO EMS	DICKINSON	NC		X						X						X			
DICKINSON CO. SHERIFF	DICKINSON	NC			X					X						X			
ENTERPRISE FD	DICKINSON	NC	X							X						X			
ENTERPRISE PD	DICKINSON	NC			X					X						X			
HOPE PD	DICKINSON	NC			X					X						X			
SOLOMON FD	DICKINSON	NC	X							X						X			
ELLSWORTH COUNTY EMS	ELLSWORTH	NC		X								X						X	
ELLSWORTH COUNTY SHERIFF	ELLSWORTH	NC			X							X						X	
ELLSWORTH FIRE DEPT.	ELLSWORTH	NC	X								X	X					X	X	
ELLSWORTH POLICE DEPT.	ELLSWORTH	NC			X							X						X	

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
HOLYROOD FIRE DEPT	ELLSWORTH	NC	X								X	X					X	X	
HOLYROOD POLICE DEPT.	ELLSWORTH	NC			X							X						X	
KANOPOLIS FIRE DEPT.	ELLSWORTH	NC	X								X	X					X	X	
KANOPOLIS POLICE DEPT	ELLSWORTH	NC			X							X						X	
LORRAINE FIRE DEPT	ELLSWORTH	NC	X								X	X					X	X	
WILSON FIRE DEPT.	ELLSWORTH	NC	X								X	X					X	X	
WILSON POLICE DEPT.	ELLSWORTH	NC			X							X						X	
BURR OAK FIRE DEPT.	JEWELL	NC	X						X										
ESBON FIRE DEPT.	JEWELL	NC	X						X										
FORMOSO FIRE DEPT.	JEWELL	NC	X						X										
JEWELL COUNTY EMS	JEWELL	NC		X					X										
JEWELL COUNTY SHERIFF	JEWELL	NC			X				X										
JEWELL FIRE DEPT.	JEWELL	NC	X						X										
KS WILDLIFE AND PARKS	JEWELL	NC			X				X										
MANKATO FIRE DEPT.	JEWELL	NC	X						X										
RANDALL FIRE DEPT.	JEWELL	NC	X						X										
BARNARD FIRE DEPT.	LINCOLN	NC	X										X						X
BEVERLY FIRE DEPT.	LINCOLN	NC	X										X						X
DENMARK FIRE DEPT.	LINCOLN	NC	X										X						X
HUNTER FIRE DEPT.	LINCOLN	NC	X										X						X
LINCOLN EMS	LINCOLN	NC		X									X						X
LINCOLN FIRE DEPT.	LINCOLN	NC	X										X						X
LINCOLN SHERIFF'S OFFICE	LINCOLN	NC			X							X						X	
SYLOAN FIRE DEPT.	LINCOLN	NC	X										X						X
WESTFALL FIRE DEPT.	LINCOLN	NC	X										X						X
BELOIT FIRE DEPT (VOLUNTEER)	MITCHELL	NC	X							X						X			
BELOIT PD	MITCHELL	NC			X					X						X			
CAWKER CITY FIRE	MITCHELL	NC	X							X						X			
CAWKER CITY P.D.	MITCHELL	NC			X					X						X			
MITCHELL CO. RURAL FIRE DISTRICTS (A.B.C.)	MITCHELL	NC	X							X						X			
MITCHELL COUNTY EMS	MITCHELL	NC		X						X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
MITCHELL COUNTY SHERIFF DEPT.	MITCHELL	NC			X					X						X			
ALTON RURAL FIRE	OSBORNE	NC	X							X						X			
DOWNS FIRE DEPT.	OSBORNE	NC	X							X						X			
OSBORNE COUNTY AMBULANCE X 4	OSBORNE	NC		X						X						X			
OSBORNE COUNTY SHERIFF	OSBORNE	NC			X					X						X			
OSBORNE POLICE DEPT	OSBORNE	NC			X					X						X			
OSBORNE RURAL FIRE	OSBORNE	NC	X							X						X			
ADA FIRE DEPT.	OTTAWA	NC	X								X						X		
BENNINGTON EMS	OTTAWA	NC		X							X						X		
BENNINGTON FIRE DEPT.	OTTAWA	NC	X								X						X		
CULVER FIRE DEPT.	OTTAWA	NC	X								X						X		
DELPHOS FIRE DEPT.	OTTAWA	NC	X								X						X		
DELPHOS POLICE DEPT.	OTTAWA	NC			X						X						X		
MILTONVALE EMS	OTTAWA	NC		X							X						X		
MINNEAPOLIS EMS	OTTAWA	NC		X							X						X		
MINNEAPOLIS FIRE DEPT.	OTTAWA	NC	X								X						X		
MINNEAPOLIS POLICE DEPT.	OTTAWA	NC			X						X						X		
OTTAWA COUNTY SHERIFF	OTTAWA	NC			X						X						X		
TESCOTT FIRE DEPT.	OTTAWA	NC	X								X						X		
AGENDA	REPUBLIC	NC	X							X						X			
BELLEVILLE	REPUBLIC	NC	X							X						X			
BELLEVILLE CITY UTILITIES	REPUBLIC	NC					X			X						X			
BELLEVILLE FIRE	REPUBLIC	NC	X							X						X			
BELLEVILLE POLICE	REPUBLIC	NC			X					X						X			
BYRON	REPUBLIC	NC	X							X						X			
CHESTER	REPUBLIC	NC	X							X						X			
COURTLAND	REPUBLIC	NC	X							X						X			
CUBA	REPUBLIC	NC	X							X						X			
HARDY	REPUBLIC	NC	X							X						X			
JAMESTOWN	REPUBLIC	NC	X							X						X			
MUNDEN - NARKA	REPUBLIC	NC	X							X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
NORWAY	REPUBLIC	NC	X							X						X			
REPUBLIC CO. EMS	REPUBLIC	NC		X						X						X			
REPUBLIC CO. HIGHWAY DEPT.	REPUBLIC	NC					X				X						X		
REPUBLIC CO. SHERIFF	REPUBLIC	NC			X					X			X			X			X
REPUBLIC COUNTY EMERGENCY MGT.	REPUBLIC	NC					X			X						X			
RURAL FIRE DISTRICTS (X3)	REPUBLIC	NC																	
SCANDIA	REPUBLIC	NC	X							X						X			
TALMO - WAYNE	REPUBLIC	NC	X							X						X			
ASSARIA MARSHALL	SALINE	NC			X						X						X		
SALINA FIRE AND EMS	SALINE	NC	X	X							X						X		
SALINA POLICE DEPT.	SALINE	NC			X						X						X		
SALINE COUNTY RURAL FIRE	SALINE	NC	X								X						X		
SALINE COUNTY S.O.	SALINE	NC			X						X						X		
ATHOL F.D.	SMITH	NC	X							X						X			
FIRST RESPONDERS	SMITH	NC					X			X						X			
GAYLORD F.D.	SMITH	NC	X							X						X			
KENSINGTON F.D.	SMITH	NC	X							X						X			
LEBANON F.D.	SMITH	NC	X							X						X			
SMITH CENTER F.D.	SMITH	NC	X							X						X			
SMITH CENTER P.D.	SMITH	NC			X					X						X			
SMITH CO EMS	SMITH	NC		X						X						X			
SMITH COUNTY S.D.	SMITH	NC			X					X						X			
SMITH COUNTY WEATHER WATCHERS	SMITH	NC					X			X						X			

North West Region

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
BIRD CITY	CHEYENNE	NW	X	X	X					X	X					X	X		
ST FRANCIS	CHEYENNE	NW	X	X	X	X	X			X	X					X	X		
DECATUR CO. SHERIFF'S OFFICE	DECATUR	NW			X					X						X			
DECATUR COUNTY EMS	DECATUR	NW		X						X						X			
DECATUR COUNTY HEALTH SYSTEMS	DECATUR	NW				X				X						X			
DECATUR COUNTY ROAD & BRIDGE	DECATUR	NW					X			X						X			
DECATUR COUNTY RURAL FIRE DEPT.	DECATUR	NW	X							X						X			
DECATUR COUNTY TRANSPORTATION	DECATUR	NW					X			X						X			
JENNINGS FIRE DEPT.	DECATUR	NW	X							X						X			
KANSAS HIGHWAY PATROL	DECATUR	NW			X					X							X		
KANSAS WILDLIFE & PARKS	DECATUR	NW			X					X						X			
NORCATUR FIRE DEPT.	DECATUR	NW	X							X						X			
OBERLIN CITY FIRE DEPT.	DECATUR	NW	X							X						X			
OBERLIN CITY POLICE DEPT.	DECATUR	NW			X					X						X			
ELLIS CITY FIRE DEPT.	ELLIS	NW	X							X		X						X	
ELLIS COUNTY EMS (3 STATIONS)	ELLIS	NW		X						X		X						X	
ELLIS COUNTY RURAL FIRE (7 DISTRICTS)	ELLIS	NW	X							X		X						X	
ELLIS COUNTY SHERIFF DEPT.	ELLIS	NW			X							X						X	
ELLIS POLICE DEPT.	ELLIS	NW			X							X						X	
FORT HAYS UNIV. POLICE DEPT.	ELLIS	NW			X							X						X	
HAYS FIRE DEPT	ELLIS	NW	X							X		X						X	
HAYS POLICE DEPT.	ELLIS	NW			X							X						X	
VICTORIA CITY FIRE DEPT.	ELLIS	NW	X							X		X						X	
VICTORIA POLICE DEPT.	ELLIS	NW			X							X						X	
GOVE CO SHERIFF	GOVE	NW			X						X						X		
GOVE FIRE DEPT.	GOVE	NW	X							X						X			
GRAINFIELD FIRE DEPT.	GOVE	NW	X							X				X		X			
GRINNEL FIRE DEPT.	GOVE	NW	X							X				X		X			
QUINTER AMBULANCE	GOVE	NW		X							X						X		

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
QUINTER CITY MARSHALL	GOVE	NW			X						X						X		
QUINTER FIRE DEPT.	GOVE	NW	X							X				X		X			
GRAHAM COUNTY EMS	GRAHAM	NW		X							X						X		
GRAHAM COUNTY FIRE	GRAHAM	NW	X								X						X		
GRAHAM COUNTY SHERIFF	GRAHAM	NW			X						X						X		
HILL CITY FIRE	GRAHAM	NW	X								X						X		
HILL CITY POLICE	GRAHAM	NW			X						X						X		
CITY OF OAKLEY	LOGAN	NW	X		X					X						X			
GOVE COUNTY	LOGAN	NW	X	X	X						X						X		
LOGAN COUNTY	LOGAN	NW	X	X	X					X						X			
BAZINE FIRE DEPT	NESS	NW	X							X						X			
BEELER FIRE DEPT	NESS	NW	X							X						X			
BROWNELL FIRE DEPT	NESS	NW	X							X						X			
NESS CITY FIRE DEPT	NESS	NW	X							X						X			
NESS COUNTY SHERIFF'S OFFICE	NESS	NW			X					X						X			
NORTH NESS COUNTY EMS	NESS	NW		X						X						X			
RANSOM FIRE DEPT	NESS	NW	X							X						X			
SOUTH NESS COUNTY EMS	NESS	NW		X						X						X			
UTICA FIRE DEPT	NESS	NW	X							X						X			
ALMENA FIRE DEPT.	NORTON	NW	X							X						X			
LENORA AMBULANCE SERVICE	NORTON	NW		X						X						X			
LENORA FIRE DEPT.	NORTON	NW	X							X						X			
NORTON CITY POLICE DEPT	NORTON	NW			X					X						X			
NORTON COUNTY AMBULANCE	NORTON	NW		X						X						X			
NORTON COUNTY FIRE DEPT.	NORTON	NW	X							X						X			
NORTON COUNTY SHERIFF'S DEPT.	NORTON	NW			X					X						X			
AGRA FIRE DEPT.	PHILLIPS	NW	X							X						X			
KIRWIN FIRE DEPT.	PHILLIPS	NW	X							X						X			
LOGAN EMS	PHILLIPS	NW		X						X						X			
LOGAN FIRE DEPT.	PHILLIPS	NW	X							X						X			
LONG ISLAND FIRE DEPT.	PHILLIPS	NW	X							X						X			



Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
PHILLIPS COUNTY EMS	PHILLIPS	NW		X						X						X			
PHILLIPS COUNTY HOSPITAL	PHILLIPS	NW				X				X						X			
PHILLIPS COUNTY REACT	PHILLIPS	NW																	
PHILLIPS COUNTY SHERIFF DEPT.	PHILLIPS	NW			X					X						X			
PHILLIPSBURG FIRE DEPT.	PHILLIPS	NW	X							X						X			
PRAIRE VIEW FIRE DEPT.	PHILLIPS	NW	X							X						X			
9XX	RAWLINS	NW					X				X						X		
ATWOOD AMBULANCE	RAWLINS	NW		X							X						X		
ATWOOD CITY FIRE	RAWLINS	NW	X								X						X		
ATWOOD POLICE DEPARTMENT	RAWLINS	NW			X						X						X		
ATWOOD RURAL FIRE	RAWLINS	NW	X								X						X		
HERNDON FIRE	RAWLINS	NW	X								X						X		
KANSAS HIGHWAY PATROL	RAWLINS	NW			X							X						X	
MCDONALD AMBULANCE	RAWLINS	NW		X							X						X		
MCDONALD FIRE	RAWLINS	NW	X								X						X		
RAWLINS COUNTY SHERIFFS OFFICE	RAWLINS	NW			X						X						X		
WILDLIFE AND PARKS	RAWLINS	NW			X							X						X	
DAMAR FIRE	ROOKS	NW	X							X						X			
PALCO AMBULANCE	ROOKS	NW		X						X						X			
PALCO FIRE	ROOKS	NW	X							X						X			
PLAINVILLE AMBULANCE	ROOKS	NW		X						X						X			
PLAINVILLE FIRE	ROOKS	NW	X							X						X			
PLAINVILLE POLICE DEPARTMENT	ROOKS	NW			X					X						X			
ROOKS COUNTY SHERIFF	ROOKS	NW			X					X						X			
STOCKTON AMBULANCE	ROOKS	NW		X						X						X			
STOCKTON FIRE	ROOKS	NW	X							X						X			
STOCKTON POLICE DEPARTMENT	ROOKS	NW			X					X						X			
WOODSTON FIRE	ROOKS	NW	X							X						X			
ZURICH FIRE	ROOKS	NW	X							X						X			
ALEXANDER FIRE	RUSH	NW	X								X								
BISON FIRE	RUSH	NW	X								X								

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
KANSAS HIGHWAY PATOL	RUSH	NW			X					X									
LA CROSSE AMBULANCE	RUSH	NW		X							X								
LA CROSSE FIRE	RUSH	NW	X								X								
LA CROSSE POLICE	RUSH	NW			X					X									
LEIBENTHAL FIRE	RUSH	NW	X								X								
MC CRACKEN AMBULANCE	RUSH	NW		X							X								
MC CRACKEN FIRE	RUSH	NW	X								X								
OTIS AMBULANCE	RUSH	NW		X							X								
OTIS FIRE	RUSH	NW	X								X								
RUSH CENTER FIRE	RUSH	NW	X								X								
RUSH COUNTY SHERIFF	RUSH	NW			X					X									
TIMKEN FIRE	RUSH	NW	X								X								
CITY UTILITIES	RUSSELL	NW					X				X						X		
LUCAS EMS	RUSSELL	NW		X						X						X			
RURAL FIRE (8)	RUSSELL	NW	X								X						X		
RUSSELL CITY FIRE	RUSSELL	NW	X							X						X			
RUSSELL EMS	RUSSELL	NW		X						X						X			
RUSSELL POLICE DEPT.	RUSSELL	NW			X					X						X			
RUSSELL S. O.	RUSSELL	NW			X							X						X	
SHERIDAN COUNTY	SHERIDAN	NW	X	X	X					X						X			
BREWSTER FIRE	SHERMAN	NW	X								X						X		
GOODLAND FIRE DEPARTMENT	SHERMAN	NW	X								X						X		
GOODLAND POLICE DEPT.	SHERMAN	NW			X						X						X		
KANORADO FIRE	SHERMAN	NW	X								X						X		
NWKS REGIONAL EMS	SHERMAN	NW		X							X						X		
RURAL FIRE	SHERMAN	NW	X								X						X		
SHERMAN COUNTY SHERIFF	SHERMAN	NW			X						X						X		
COLBY POLICE DEPT	THOMAS	NW			X					X						X			
EMS	THOMAS	NW		X							X						X		
FIRE DEPT	THOMAS	NW	X							X						X			
THOMAS COUNTY SHEIRFF	THOMAS	NW			X					X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
CEDARBLUFF ST PARK RANGERS	TREGO	NW			X														
CITY FIRE / WAKEENEY	TREGO	NW	X																
KHP	TREGO	NW			X														
TREGO COUNTY EMS	TREGO	NW		X															
TREGO COUNTY RURAL FIRE	TREGO	NW	X																
TREGO COUNTY SHERIFF	TREGO	NW			X														
WAKEENEY POLICE DEPT.	TREGO	NW			X														
WILDLIFE AND PARKS	TREGO	NW			X														
SHARON SPRINGS FIRE DEPT.	WALLACE	NW	X									X						X	
SHARON SPRINGS P.D.	WALLACE	NW			X							X						X	
WALLACE CO. EMS	WALLACE	NW		X								X						X	
WALLACE CO. SHERIFF	WALLACE	NW			X							X						X	
WALLACE FIRE DEPT.	WALLACE	NW	X									X						X	
WESKAN EMS	WALLACE	NW		X								X						X	
WESKEN FIRE DEPT.	WALLACE	NW	X									X						X	

South East Region

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
ALLEN COUNTY HOSPITAL	ALLEN	SE				X					X						X		
ALLEN COUNTY SHERIFF	ALLEN	SE			X						X						X		
CITY OF IOLA UTILITY DEPT	ALLEN	SE					X				X						X		
ELSMORE /SAVONBURG FIRE	ALLEN	SE	X								X						X		
HUMBOLDT EMS	ALLEN	SE		X							X						X		
HUMBOLDT FIRE DEPT	ALLEN	SE	X								X						X		
HUMBOLDT POLICE	ALLEN	SE			X						X						X		
IOLA EMS	ALLEN	SE		X							X						X		
IOLA FIRE DEPT	ALLEN	SE	X								X						X		
IOLA POLICE DEPT.	ALLEN	SE			X						X						X		
IOLA VOLUNTEER FIRE DEPT	ALLEN	SE	X								X						X		
KANSAS BUREAU OF INVESTIGATION	ALLEN	SE			X								X					X	
KANSAS HIGHWAY PATROL	ALLEN	SE			X								X					X	
KS DEPT OF WILDLIFE / PARKS	ALLEN	SE			X								X					X	
LAHARPE CITY FIRE DEPT.	ALLEN	SE	X								X						X		
LAHARPE POLICE	ALLEN	SE			X						X						X		
LAHARPE RURAL FIRE DEPT.	ALLEN	SE	X								X						X		
MORAN EMS	ALLEN	SE		X							X						X		
MORAN FIRE DEPT	ALLEN	SE	X								X						X		
MORAN POLICE	ALLEN	SE			X						X						X		
BOURBON COUNTY S.O.	BOURBON	SE			X					X						X			
BRONSON RURAL FIRE	BOURBON	SE	X							X						X			
DEVON RURAL FIRE	BOURBON	SE	X							X						X			
FORT SCOTT FIRE DEPT	BOURBON	SE	X							X						X			
FORT SCOTT POLICE DEPT.	BOURBON	SE			X					X						X			
FORT SCOTT RURAL FIRE	BOURBON	SE	X							X						X			
FULTON RURAL FIRE	BOURBON	SE	X							X						X			
GARLAND RURAL FIRE	BOURBON	SE	X							X						X			
HIATTVILLE RURAL FIRE	BOURBON	SE	X							X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
MAPLETON RURAL FIRE	BOURBON	SE	X							X						X			
MERCY EMS	BOURBON	SE		X							X		X				X		
REDFIELD RURAL FIRE	BOURBON	SE	X							X						X			
UNIIONTOWN RURAL FIRE	BOURBON	SE	X							X						X			
CEDAR VALE AREA EMS	CHATAUQUA	SE		X							X						X		
CEDAR VALE POLICE DEPT.	CHATAUQUA	SE			X						X						X		
CHAUTAUQUA CO. RFD #	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA CO. RFD # 3	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA CO. RFD # 4	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA CO. RFD # 5	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA CO. RFD # 6	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA CO. RFD # 7	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA CO. RFD # 8	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA CO. RFD # X	CHATAUQUA	SE	X								X						X		
CHAUTAUQUA COUNTY SHERIFFS OFFICE	CHATAUQUA	SE			X						X						X		
SEDAN AREA EMS	CHATAUQUA	SE		X							X						X		
SEDAN POLICE DEPT.	CHATAUQUA	SE			X						X						X		
BAXTER AMBULANCE HAVE OWN DISPATCH ALSO	CHEROKEE	SE		X						X						X			
BAXTER FIRE HAVE OWN DISPATCH ALSO	CHEROKEE	SE	X							X						X			
BAXTER SPRING PD HAVE OWN DISPATCH ALSO	CHEROKEE	SE			X					X						X			
CKSO	CHEROKEE	SE			X					X						X			
COLUMBUS AMBULANCE	CHEROKEE	SE		X							X						X		
COLUMBUS FIRE	CHEROKEE	SE	X							X						X			
COLUMBUS PD	CHEROKEE	SE			X					X						X			
GALENA AMBULANCE HAVE OWN DISPATCH ALSO	CHEROKEE	SE		X							X						X		
GALENA FIRE HAVE OWN DISPATCH ALSO	CHEROKEE	SE	X							X						X			
GALENA PD HAVE OWN DISPATCH ALSO	CHEROKEE	SE			X					X						X			
SCAMMON FIRE	CHEROKEE	SE	X							X						X			
SCAMMON PD	CHEROKEE	SE			X					X						X			
WEIR FIRE	CHEROKEE	SE	X							X						X			
WEIR PD	CHEROKEE	SE			X					X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
WEST MINERAL FIRE	CHEROKEE	SE	X							X						X			
ARCADIA POLICE DEPT.	CRAWFORD	SE			X					X						X			
ARMA POLICE DEPT.	CRAWFORD	SE			X					X						X			
CHEROKEE POLICE DEPT.	CRAWFORD	SE			X					X						X			
CIVIL DEFENSE - CRAWFORD CO.	CRAWFORD	SE			X					X						X			
EMS CRAWFORD CO.	CRAWFORD	SE		X						X						X			
FRONTENAC POLICE DEPT.	CRAWFORD	SE			X					X						X			
GIRARD POLICE DEPT.	CRAWFORD	SE			X					X						X			
JAIL - CRAWFORD CO.	CRAWFORD	SE			X						X						X		
KS HWY PATROL	CRAWFORD	SE			X					X		X				X		X	
KS WILDLIFE / PARKS	CRAWFORD	SE			X					X						X			
MULBERRY POLICE DEPT.	CRAWFORD	SE			X					X						X			
ROAD / BRIDGE - CRAWFORD CO.	CRAWFORD	SE					X			X						X			
SHERIFF CRAWFORD CO.	CRAWFORD	SE			X					X						X			
WALNUT POLICE DEPT.	CRAWFORD	SE			X					X						X			
X7 CRAWFORD CO FIRE (DISTRICTS)	CRAWFORD	SE	X							X						X			
ELK COUNTY EMS	ELK	SE		X					X		X				X		X		
ELK COUNTY FIRE	ELK	SE	X								X						X		
ELK COUNTY SHERIFF	ELK	SE			X				X		X				X	X	X		
HOWARD POLICE DEPT.	ELK	SE			X				X						X				
LANGTON POLICE DEPT	ELK	SE			X				X						X				
MOLINE POLICE DEPT.	ELK	SE			X				X						X				
ROAD DEPT. - ELK COUNTY	ELK	SE					X				X							X	
ALTAMONT FIRE DEPT.	LABETTE	SE	X							X						X			
ALTAMONT POLICE DEPT	LABETTE	SE			X					X						X			
ANGOLA FIRE DEPT.	LABETTE	SE	X							X						X			
BARTLETT FIRE DEPT.	LABETTE	SE	X							X						X			
CHETOPA FIRE DEPT.	LABETTE	SE	X							X						X			
CHETOPA POLICE DEPT	LABETTE	SE			X					X						X			
EDNA FIRE DEPT.	LABETTE	SE	X							X						X			
KS HIGHWAY PATROL-LOCAL	LABETTE	SE			X					X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
KS STATE DEPT. OF REVENUE	LABETTE	SE			X		X			X						X			
KS STATE FIRE MARSHALL INVESTIGATOR	LABETTE	SE	X		X					X						X			
LABETTE COUNTY SHERIFF DEPT.	LABETTE	SE			X					X						X			
LBCO AMBULANCE SERVICE	LABETTE	SE		X						X						X			
LBCO DISTRICT # 9 FIRE DEPT.	LABETTE	SE	X							X						X			
LBCO FIRE PAGERS	LABETTE	SE	X	X	X					X	X					X			
MOUND VALLEY FIRE DEPT.	LABETTE	SE	X							X						X			
NEOSHO TOWNSHIP FIRE DEPT.	LABETTE	SE	X							X						X			
OSAGE FIRE DEPT.	LABETTE	SE	X							X						X			
OSWEGO FIRE DEPT.	LABETTE	SE	X							X						X			
OSWEGO POLICE DEPT.	LABETTE	SE			X					X						X			
COFFEYVILLE EMS	MONTGOMERY	SE		X							X						X		
COFFEYVILLE FIRE	MONTGOMERY	SE	X								X						X		
COFFEYVILLE POLICE	MONTGOMERY	SE			X						X						X		
DEARING RURAL FIRE	MONTGOMERY	SE	X							X						X			
LIBERTY RURAL FIRE	MONTGOMERY	SE	X							X						X			
SOUTH COFFEYVILLE FIRE (OK)	MONTGOMERY	SE	X							X						X			
TYRO RURAL FIRE	MONTGOMERY	SE	X							X						X			
CANVILLE TOWNSHIP FIRE	NEOSHO	SE	X							X						X			
CHANUTE FIRE DEPT.	NEOSHO	SE	X							X						X			
CHANUTE POLICE DEPT.	NEOSHO	SE			X					X						X			
ERIE EMERGENCY CARE UNIT	NEOSHO	SE		X						X						X			
ERIE FIRE DEPT.	NEOSHO	SE	X							X						X			
ERIE POLICE DEPT.	NEOSHO	SE			X					X						X			
GALESBURG FIRE DEPT.	NEOSHO	SE	X							X						X			
MOREHEAD FIRE DEPT.	NEOSHO	SE	X							X						X			
NEOSHO COUNTY SHERIFF	NEOSHO	SE			X					X						X			
NMRMC EMS	NEOSHO	SE		X						X							X		
ST PAUL FIRE DEPT.	NEOSHO	SE	X							X						X			
STARK FIRE DEPT.	NEOSHO	SE	X							X						X			
THAYER FIRE DEPT.	NEOSHO	SE	X							X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
FREDONIA POLICE DEPT	WILSON	SE	X	X	X	X	X	X						X					
NEODESHA POLICE DEPT.	WILSON	SE	X	X	X	X	X	X						X					
WILSON COUNTY S.O.	WILSON	SE	X	X	X	X	X	X						X					
NEOSHO FALLS FIRE DEPT.	WOODSON	SE	X								X						X		
PIQUA FIRE DEPT.	WOODSON	SE	X								X						X		
TORONTO FIRE DEPT.	WOODSON	SE	X								X						X		
WOODSON CO. RURAL FIRE	WOODSON	SE	X								X						X		
WOODSON COUNTY EMS	WOODSON	SE		X							X						X		
WOODSON COUNTY SHERIFF	WOODSON	SE			X						X						X		
YATES CENTER FIRE DEPT.	WOODSON	SE	X								X						X		
YATES CENTER POLICE DEPT.	WOODSON	SE			X						X						X		



South Central Region

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
BARBER COUNTY AMBULANCE SERVICE	BARBER	SC		X							X						X		
BARBER COUNTY RURAL FIRE STATION X	BARBER	SC	X							X	X					X	X		
BARBER COUNTY SHERIFF	BARBER	SC			X					X	X					X	X		
COUNTY HEALTH DEPT.	BARBER	SC					X				X						X		
ELWOOD TOWNSHIP FIRE DEPT.	BARBER	SC	X								X					X			X
EMERGENCY PREPAREDNESS	BARBER	SC					X				X						X		
HARDTNER CITY FIRE DEPT.	BARBER	SC	X								X					X			X
HAZELTON FIRE DEPT.	BARBER	SC	X								X						X		
ISABEL FIRE DEPT	BARBER	SC	X								X						X		
KIOWA CITY FIRE DEPT.	BARBER	SC	X								X						X		
KIOWA DISTRICT HOSPITAL	BARBER	SC				X					X						X		
KIOWA POLICE DEPT.	BARBER	SC			X						X						X		
KIOWA RURAL FIRE DEPT.	BARBER	SC	X								X						X		
KS HIGHWAY PATROL	BARBER	SC			X						X						X	X	
KS WILDLIFE AND PARKS	BARBER	SC			X					X	X					X	X		
MEDICINE LODGE CITY FIRE DEPT.	BARBER	SC	X								X						X		
MEDICINE LODGE MEMORIAL HOSPITAL	BARBER	SC				X					X						X		
MEDICINE LODGE POLICE DEPT.	BARBER	SC			X						X						X		
SHARON FIRE DEPT.	BARBER	SC	X								X						X		
SHARON TOWNSHIP FIRE DEPT.	BARBER	SC	X								X						X		
BENTON POLICE DEPT.	BUTLER	SC			X						X						X		
BUTLER COUNTY SHERIFF	BUTLER	SC			X						X						X		
EL DORADO FIRE	BUTLER	SC	X								X						X		
EL DORADO POLICE DEPT.	BUTLER	SC			X						X						X		
EMERGENCY MANAGEMENT	BUTLER	SC					X				X						X		
EMS	BUTLER	SC		X							X						X		
FIRE DISTRICT # 3	BUTLER	SC	X								X						X		
FIRE DISTRICT # 4	BUTLER	SC	X								X						X		
FIRE DISTRICT # 5	BUTLER	SC	X								X						X		

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
FIRE DISTRICT # 6	BUTLER	SC	X								X						X		
FIRE DISTRICT # 7	BUTLER	SC	X								X						X		
FIRE DISTRICT # 8	BUTLER	SC	X								X						X		
FIRE DISTRICT # 9	BUTLER	SC	X								X						X		
FIRE DISTRICT # X	BUTLER	SC	X								X						X		
FIRE DISTRICT # X0	BUTLER	SC	X								X						X		
LEON POLICE DEPT	BUTLER	SC			X						X						X		
POTWIN FIRE	BUTLER	SC	X								X						X		
ROSEHILL POLICE DEPT.	BUTLER	SC			X						X						X		
TOWANDA FIRE	BUTLER	SC	X								X						X		
TOWANDA POLICE DEPT.	BUTLER	SC			X						X						X		
COUNTY	COMANCHE	SC	X	X	X							X							
PROTECTION	COMANCHE	SC	X	X	X	X						X							
ARKANSAS CITY FIRE / EMS	COWLEY	SC	X	X							X						X		
ARKANSAS CITY POLICE	COWLEY	SC			X						X						X		
ATLANTA FIRE	COWLEY	SC	X	X							X						X		
BURDEN FIRE / EMS	COWLEY	SC	X	X							X						X		
BURDEN POLICE DEPT	COWLEY	SC			X						X						X		
CAMBRIDGE FIRE	COWLEY	SC	X	X							X						X		
CITY PUBLIC SERVICE	COWLEY	SC								X						X			
COWLEY COUNTY CIVIL DEFENSE	COWLEY	SC					X				X						X		
COWLEY COUNTY EMERGENCY MGT	COWLEY	SC					X				X						X		
COWLEY COUNTY SHERIFF OFFICE	COWLEY	SC			X						X						X		
COWLEY SHERIFF	COWLEY	SC			X						X						X		
DEXTER FIRE	COWLEY	SC	X	X							X						X		
KAY COUNTY SHERIFF	COWLEY	SC								X						X			
KS HIGHWAY PATROL	COWLEY	SC			X						X						X		
ROCK FIRE	COWLEY	SC	X	X							X						X		
UDALL FIRE / EMS	COWLEY	SC	X	X							X						X		
UDALL POLICE DEPT.	COWLEY	SC			X						X						X		
WINFIELD EMS	COWLEY	SC		X							X						X		

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
WINFIELD FIRE	COWLEY	SC	X								X						X		
WINFIELD POLICE DEPT.	COWLEY	SC			X						X						X		
BELPRE FD.	EDWARDS	SC	X								X						X		
ED SO.	EDWARDS	SC			X					X	X					X	X		
EDWARDS COUNTY AMBULANCE	EDWARDS	SC		X							X						X		
KHP	EDWARDS	SC			X					X	X					X	X		
KINSLEY FD.	EDWARDS	SC	X								X						X		
KINSLEY PD.	EDWARDS	SC			X					X	X					X	X		
LEWIS FD.	EDWARDS	SC	X								X						X		
LEWIS PD.	EDWARDS	SC			X					X	X					X	X		
LINCOLN TWP FD.	EDWARDS	SC	X								X						X		
OFFERLE FD.	EDWARDS	SC	X								X						X		
ANTHONY FIRE DEPT.	HARPER	SC	X							X						X	X		
ANTHONY LOCATION	HARPER	SC		X						X						X			
ANTHONY POLICE	HARPER	SC			X					X						X			
ATTICA FIRE DEPT.	HARPER	SC	X							X						X	X		
ATTICA LOCATION	HARPER	SC		X						X						X			
ATTICA POLICE	HARPER	SC			X					X						X			
HARPER COUNTY EMS	HARPER	SC		X						X						X			
HARPER COUNTY SHERIFF	HARPER	SC			X					X						X			
HARPER FIRE DEPT.	HARPER	SC	X							X						X	X		
HARPER LOCATION	HARPER	SC		X						X						X			
HARPER POLICE	HARPER	SC			X					X						X			
BURRTON EMS	HARVEY	SC		X						X						X			
BURRTON FIRE	HARVEY	SC	X							X						X			
BURRTON PD	HARVEY	SC			X					X						X			
HALSTEAD EMS	HARVEY	SC		X						X						X			
HALSTEAD FIRE	HARVEY	SC	X							X						X			
HALSTEAD PD	HARVEY	SC			X					X						X			
HARVEY COUNTY EM	HARVEY	SC					X			X						X			
HARVEY COUNTY SHERIFF OFFICE	HARVEY	SC			X					X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
HESSTON EMS	HARVEY	SC		X						X						X			
HESSTON FIRE	HARVEY	SC	X							X						X			
HESSTON PD	HARVEY	SC			X					X						X			
KHP	HARVEY	SC			X					X		X				X		X	
NEWTON FIRE / EMS	HARVEY	SC	X	X						X						X			
NEWTON PD	HARVEY	SC			X					X						X			
SEDGWICK EMS	HARVEY	SC		X						X						X			
SEDGWICK FIRE	HARVEY	SC	X							X						X			
SEDGWICK PD	HARVEY	SC			X					X						X			
WALTON FIRE	HARVEY	SC	X							X						X			
WHITEWATER FIRE	HARVEY	SC	X							X						X			
CUNNINGHAM FIRE	KINGMAN	SC	X							X	X					X	X		
KINGMAN EMS	KINGMAN	SC		X							X						X		
KINGMAN FIRE	KINGMAN	SC	X							X	X					X	X		
KINGMAN HOSPITAL	KINGMAN	SC				X											X		
KINGMAN POLICE	KINGMAN	SC			X						X						X		
KINGMAN SHERIFF	KINGMAN	SC			X						X						X		
NASHVILLE FIRE	KINGMAN	SC	X							X						X			
NORWICH EMS	KINGMAN	SC		X							X					X	X		
NORWICH FIRE	KINGMAN	SC	X							X						X			
PENALOSA FIRE	KINGMAN	SC	X							X						X			
SPIVY FIRE	KINGMAN	SC	X							X						X			
ZENDA FIRE	KINGMAN	SC	X							X						X			
KIOWA COUNTY FIRE	KIOWA	SC	X								X						X		
KIOWA COUNTY SHERIFF	KIOWA	SC			X						X						X		
OTHER AGENCIES	KIOWA	SC			X					X						X			
CANTON EMS	MCPHERSON	SC		X								X						X	
CANTON FD	MCPHERSON	SC	X									X						X	
CANTON PD	MCPHERSON	SC			X							X						X	
CONWAY FIRE	MCPHERSON	SC	X									X						X	
GALVA FD	MCPHERSON	SC	X									X						X	

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
GALVA POLICE DEPT.	MCPHERSON	SC			X							X						X	
INMAN FD	MCPHERSON	SC	X									X						X	
INMAN POLICE DEPT.	MCPHERSON	SC			X							X						X	
LINDSBORG EMS	MCPHERSON	SC		X								X						X	
LINDSBORG FD	MCPHERSON	SC	X									X						X	
LINDSBORG POLICE DEPT.	MCPHERSON	SC			X							X						X	
MARQUETTE EMS	MCPHERSON	SC		X								X						X	
MARQUETTE FD	MCPHERSON	SC	X									X						X	
MARQUETTE POLICE	MCPHERSON	SC			X							X						X	
MCPHERSON COMM. CORRECTIONS	MCPHERSON	SC					X					X						X	
MCPHERSON EMS	MCPHERSON	SC		X								X						X	
MCPHERSON FD	MCPHERSON	SC	X									X						X	
MCPHERSON POLICE DEPT.	MCPHERSON	SC			X							X						X	
MCPHERSON RED CROSS	MCPHERSON	SC					X					X						X	
MCPHERSON SHERIFF DEPT.	MCPHERSON	SC			X							X						X	
MOUNDRIDGE	MCPHERSON	SC	X	X	X														
ROXBURY FIRE	MCPHERSON	SC	X									X						X	
WINDOM FIRE	MCPHERSON	SC	X									X						X	
BUHLER EMS	RENO	SC		X						X						X			
BUHLER JT. FIRE DIST.	RENO	SC	X							X						X			
BUHLER POLICE	RENO	SC			X					X						X			
BURRTON JT FIRE DISTRICT	RENO	SC	X							X						X			
CHENEY FIRE AND RESCUE	RENO	SC	X	X						X						X			
COMMUNITY CORRECTIONS	RENO	SC			X					X						X			
EMERGENCY MANAGEMENT	RENO	SC					X			X						X			
HAVEN EMS	RENO	SC		X							X						X		
HAVEN FIRE DIST.	RENO	SC	X							X						X			
HAVEN POLICE	RENO	SC			X					X						X			
HUTCHINSON ANIMAL CONTROL	RENO	SC					X			X						X			
HUTCHINSON FIRE	RENO	SC	X							X						X			
HUTCHINSON POLICE	RENO	SC			X					X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
HUTCHINSON PUB WORKS	RENO	SC					X			X						X			
KANSAS HIGHWAY PATROL	RENO	SC			X					X		X				X		X	
KANSAS PROBATION / PAROLE	RENO	SC			X					X						X			
KANSAS WILDLIFE AND PARKS	RENO	SC			X					X						X			
NICKERSON EMS	RENO	SC		X						X						X			
NICKERSON POLICE	RENO	SC			X					X						X			
PRETTY PRAIRIE EMS	RENO	SC		X						X						X			
PRETTY PRAIRIE JT FIRE DIST.	RENO	SC	X							X						X			
RENO COUNTY COURT SERVICES	RENO	SC			X					X						X			
RENO COUNTY EMS	RENO	SC		X						X						X			
RENO COUNTY FIRE DIST 3	RENO	SC	X							X						X			
RENO COUNTY FIRE DIST 4	RENO	SC	X	X						X						X			
RENO COUNTY FIRE DIST 6	RENO	SC	X							X						X			
RENO COUNTY FIRE DIST 7	RENO	SC	X							X						X			
RENO COUNTY FIRE DIST. 8	RENO	SC	X							X						X			
RENO COUNTY PUB WORKS	RENO	SC					X			X						X			
RENO COUNTY SHERIFF	RENO	SC			X					X						X			
RICE / RENO JT FIRE DISTRICT	RENO	SC	X							X						X			
SO HUTCHINSON FIRE	RENO	SC	X							X						X			
SOUTH HUTCHINSON POLICE	RENO	SC			X					X						X			
STERLING EMS	RENO	SC		X						X						X			
TRAIL WEST EMS	RENO	SC		X						X						X			
TURON EMS	RENO	SC		X						X						X			
ALDEN FIRE DEPT	RICE	SC	X							X						X			
BUSHTON FIRE DEPT.	RICE	SC	X							X						X			
BUSHTON POLICE DEPT.	RICE	SC			X					X						X			
CHASE FIRE DEPT	RICE	SC	X							X						X			
CHASE POLICE DEPT.	RICE	SC			X					X						X			
GENESCO FIRE DEPT.	RICE	SC	X							X						X			
GENESCO POLICE DEPT.	RICE	SC			X					X						X			
KANSAS HIGHWAY PATROL	RICE	SC			X					X		X				X		X	

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
LITTLE RIVER FIRE DEPT.	RICE	SC	X							X						X			
LITTLE RIVER POLICE DEPT.	RICE	SC			X					X						X			
LYONS CITY UTILITIES	RICE	SC					X			X						X			
LYONS FIRE DEPT.	RICE	SC	X							X						X			
LYONS POLICE DEPT.	RICE	SC			X					X						X			
RAYMOND FIRE DEPT	RICE	SC	X							X						X			
RICE COUNTY EMERGENCY MANAGEMENT	RICE	SC					X			X						X			
RICE COUNTY EMS	RICE	SC		X						X						X			
RICE COUNTY FIRE	RICE	SC	X							X						X			
RICE COUNTY HIGHWAY DEPT	RICE	SC					X			X						X			
RICE COUNTY SHERIFF OFFICE	RICE	SC			X					X						X			
STERLING CITY UTILITIES	RICE	SC					X			X						X			
STERLING FIRE DEPT.	RICE	SC	X							X						X			
STERLING POLICE DEPT.	RICE	SC			X					X						X			
ANDALE POLICE DEPT.	SEDGWICK	SC			X							X						X	
BEL AIRE POLICE DEPT.	SEDGWICK	SC			X							X						X	
BENTLEY FIRE	SEDGWICK	SC	X									X						X	
CHENEY FIRE	SEDGWICK	SC	X									X						X	
CHENEY POLICE DEPT.	SEDGWICK	SC			X							X						X	
CLEARWATER EMS	SEDGWICK	SC		X								X						X	
CLEARWATER POLICE DEPT.	SEDGWICK	SC			X							X						X	
COLWICK FIRE	SEDGWICK	SC	X									X						X	
COLWICK POLICE DEPT.	SEDGWICK	SC			X							X						X	
DERBY FIRE (DISP IN DERBY)	SEDGWICK	SC	X									X						X	
DERBY POLICE (HAVE DISP IN DERBY)	SEDGWICK	SC			X							X						X	
EASTBOROUGH POLICE DEPT.	SEDGWICK	SC			X							X						X	
GARDEN PLAIN POLICE DEPT.	SEDGWICK	SC			X							X						X	
GODDARD POLICE DEPT.	SEDGWICK	SC			X							X						X	
KECHI POLIXW DEPT.	SEDGWICK	SC			X							X						X	
MAIZE POLICE DEPT	SEDGWICK	SC			X							X						X	
MOUNT HOPE EMS	SEDGWICK	SC		X								X						X	

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
MOUNT HOPE POLICE DEPT.	SEDGWICK	SC			X							X						X	
PARK CITY POLICE	SEDGWICK	SC			X							X						X	
SEDGWICK COUNTY EMS	SEDGWICK	SC		X								X						X	
SEDGWICK COUNTY FIRE	SEDGWICK	SC	X									X						X	
SEDGWICK COUNTY SHERRIFF	SEDGWICK	SC			X							X						X	
VIOLA FIRE	SEDGWICK	SC	X									X						X	
WICHITA FIRE	SEDGWICK	SC	X									X						X	
WICHITA POLICE DEPT.	SEDGWICK	SC			X							X						X	
HUDSON FIRE DEPT.	STAFFORD	SC	X							X						X			
MACKSVILLI CITY FIRE COUNTY	STAFFORD	SC	X							X						X			
MACKSVILLI EMS	STAFFORD	SC		X						X						X			
MACKSVILLI POLICE DEPT.	STAFFORD	SC			X					X						X			
RADIUM FIRE DEPT.	STAFFORD	SC	X							X						X			
SEWARD FIRE DEPT.	STAFFORD	SC	X							X						X			
ST JOHN CITY FIRE AND COUNTY	STAFFORD	SC	X							X						X			
ST JOHN EMS	STAFFORD	SC		X						X						X			
ST JOHN POLICE DEPT.	STAFFORD	SC			X														
STAFFORD EMS	STAFFORD	SC		X						X						X			
STAFFORD CITY FIRE	STAFFORD	SC	X							X						X			
STAFFORD COUNTY FIRE/ STAFFORD	STAFFORD	SC	X							X						X			
STAFFORD POLICE DEPT.	STAFFORD	SC			X					X						X			
ZEITH FIRE DEPT	STAFFORD	SC	X							X						X			
ARGONIA EMS	SUMNER	SC		X							X						X		
ARGONIA FIRE DEPT.	SUMNER	SC	X								X						X		
ARGONIA POLICE DEPT.	SUMNER	SC			X						X						X		
BELLE PLAINE EMS	SUMNER	SC		X							X						X		
BELLE PLAINE FIRE DEPT / FIRE DEPT # 9	SUMNER	SC	X								X						X		
BELLE PLAINE POLICE DEPT.	SUMNER	SC			X						X						X		
CALDWELL EMS	SUMNER	SC		X							X						X		
CALDWELL FIRE DEPT.	SUMNER	SC	X								X						X		
CALDWELL POLICE DEPT.	SUMNER	SC			X						X						X		



Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
CONWAY SPRINGS EMS	SUMNER	SC		X							X						X		
CONWAY SPRINGS FIRE DEPT.	SUMNER	SC	X								X						X		
CONWAY SPRINGS POLICE DEPT.	SUMNER	SC			X						X						X		
GUEDA SPRINGS XST RESPONDERS	SUMNER	SC		X							X						X		
KANSAS HIGHWAY PATROL	SUMNER	SC			X						X						X		
KANSAS WILDLIFE AND PARKS	SUMNER	SC			X						X						X		
OXFORD FIRE DEPT. / FIRE DEPT # 3	SUMNER	SC	X								X						X		
OXFORD FIRST RESPONDERS	SUMNER	SC		X							X						X		
OXFORD POLICE DEPT.	SUMNER	SC			X						X						X		
SOUTH HAVEN POLICE DEPT	SUMNER	SC			X						X						X		
SUMNER COUNTY SHERIFF	SUMNER	SC			X						X						X		
WELLINGTON EMS / FIRE DEPT	SUMNER	SC	X	X							X						X		
WELLINGTON POLICE DEPT	SUMNER	SC			X						X						X		

South West Region

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
CLARK COUNTY EMS	CLARK	SW		X						X						X			
CLARK COUNTY FIRE	CLARK	SW	X							X						X			
CLARK COUNTY SHERIFF	CLARK	SW			X					X						X			
FINNEY COUNTY EMS	FINNEY	SW		X						X						X			
FINNEY COUNTY SHERIFF'S OFFICE	FINNEY	SW			X					X						X			
GARDEN CITY COMM. COLLEGE	FINNEY	SW			X					X									
GARDEN CITY FIRE DEPT.	FINNEY	SW	X							X						X			
GARDEN CITY POLICE DEPT.	FINNEY	SW			X					X						X			
HOLCOMB FIRE DEPT. (VOLUNTEER)	FINNEY	SW	X							X									
PIERCEVILLE FIRE DEPT. (VOLUNTEER)	FINNEY	SW	X							X									
CLARK COUNTY, HODGEMAN COUNTY, GRY COUNTY	FORD	SW		X	X					X	X					X	X		
COMMUNITY CORRECTIONS	FORD	SW			X					X						X			
DODGE CITY FIRE	FORD	SW	X							X						X			
DODGE CITY POLICE	FORD	SW			X					X						X			
DODGE CITY PUBLIC WORKS	FORD	SW					X			X						X			
FORD COUNTY FIRE AND EMS	FORD	SW	X							X						X			
FORD COUNTY ROAD AND BRIDGE	FORD	SW					X			X						X			
FORD COUNTY SHERIFF	FORD	SW			X					X						X			
KHP	FORD	SW			X					X		X				X		X	
MRCC - FORD COUNTY EMS	FORD	SW		X							X						X		
EMERGENCY MGNT.	GRANT	SW					X			X							X		
GRANT CO. EMS	GRANT	SW		X						X							X		
GRANT CO. FIRE DEPT	GRANT	SW	X							X							X		
KS HWY PATROL	GRANT	SW			X					X							X		
SEARCH AND RESCUE	GRANT	SW	X							X							X		
ULYSSES POLICE DEPT.	GRANT	SW			X					X							X		
CIMARRON AMBULANCE	GRAY	SW		X						X									
CIMARRON FIRE	GRAY	SW	X							X									
CIMARRON POLICE DEPT.	GRAY	SW			X					X									

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Info.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
COPELAND FIRE	GRAY	SW	X								X								
COPELAND RESCUE	GRAY	SW		X							X								
ENSIGN FIRE	GRAY	SW	X								X								
GRAY COUNTY SHERIFF'S DEPT.	GRAY	SW			X						X								
INGALLS FIRE	GRAY	SW	X								X								
MONTEZUMA AMBULANCE	GRAY	SW		X							X								
MONTEZUMA MARSHALL'S OFFICE	GRAY	SW			X						X								
MOTEZUMA FIRE	GRAY	SW	X								X								
PIERCEVILLE FIRE	GRAY	SW	X								X								
GREELEY CO. EMS	GREELEY	SW		X						X						X			
GREELEY CO. FIRE	GREELEY	SW	X							X						X			
GREELEY CO. HOSPITAL	GREELEY	SW				X				X						X			
GREELEY CO. SHERIFF	GREELEY	SW			X					X						X			
HM COUNTY EMS	HAMILTON	SW		X						X									
HM COUNTY FIRE	HAMILTON	SW	X							X									
SYRACUSE FIRE	HAMILTON	SW	X							X									
HASKELL COUNTY SHERIFF	HASKELL	SW			X						X						X		
LOCKPORT FIRE / EMS	HASKELL	SW	X	X							X						X		
SATANTA EMS	HASKELL	SW		X							X						X		
SATANTA FIRE	HASKELL	SW	X								X						X		
SUBLETTE EMS	HASKELL	SW		X							X						X		
SUBLETTE FIRE	HASKELL	SW	X								X						X		
HODGEMAN CO EMS	HODGEMAN	SW		X						X						X			
HODGEMAN CO FIRE	HODGEMAN	SW	X							X						X			
HODGEMAN CO SHERIFF	HODGEMAN	SW			X					X						X			
DEERFIELD FIRE DEPT.	KEARNEY	SW	X													X			
KANSAS HIGHWAY PATROL	KEARNEY	SW			X											X			
KEARNY CO. EMS	KEARNEY	SW		X												X			
KEARNY CO. RESCUE	KEARNEY	SW		X												X			
KEARNY CO. SHERIFF'S DEPT	KEARNEY	SW			X											X			
LAKIN FIRE DEPT.	KEARNEY	SW	X													X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Info.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
CITY OF DIGHTON	LANE	SW					X												
CITY OF DIGHTON FIRE	LANE	SW	X																
LANE COUNTY EMS	LANE	SW		X															
LANE COUNTY FIRE	LANE	SW	X																
LANE COUNTY SHERIFFS DEPT	LANE	SW	X	X	X	X													
EMS	MEADE	SW									X						X		
FIRE	MEADE	SW								X						X			
LAW ENFORCEMENT	MEADE	SW								X						X			
KANSAS DEPT. OF WILDLIFE / PARKS	SCOTT	SW					X			X						X			
KANSAS HIGHWAY PATROL	SCOTT	SW			X					X						X			
SCOTT CITY FIRE DEPT.	SCOTT	SW	X							X						X			
SCOTT CITY POLICE DEPT.	SCOTT	SW			X					X						X			
SCOTT CITY STREET DEPT.	SCOTT	SW					X			X						X			
SCOTT COUNTY EMS	SCOTT	SW		X						X						X			
SCOTT COUNTY FIRE DEPT.	SCOTT	SW	X							X						X			
SCOTT COUNTY SHERIFF DEPT.	SCOTT	SW			X					X						X			
CITY OF LIBERAL TRANSPORTATION DEPT.	SEWARD	SW					X				X						X		
CITY OF LIBERAL WATER DEPT.	SEWARD	SW					X				X						X		
LIBERAL FIRE DEPARTMENT	SEWARD	SW	X								X						X		
LIBERAL POLICE DEPARTMENT	SEWARD	SW			X						X						X		
SEWARD CO EMERGENCY MGMT	SEWARD	SW					X				X						X		
SEWARD CO EMS	SEWARD	SW		X							X						X		
SEWARD CO FIRE DEPARTMENT	SEWARD	SW	X								X						X		
SEWARD CO RAOD & BRIDGE	SEWARD	SW					X				X						X		
SEWARD CO SHERIFF'S OFFICE	SEWARD	SW			X						X						X		
KANSAS DEPT. WILDLIFE AND PARKS	STANTON	SW			X					X								X	
KANSAS HIGHWAY PATROL	STANTON	SW			X					X								X	
STANTON CO. EMS	STANTON	SW		X						X						X			
STANTON CO. FIRE DEPT.	STANTON	SW	X							X						X			
STANTON CO. HOSPITAL	STANTON	SW				X				X						X			
STANTON CO. SHERIFF'S OFFICE	STANTON	SW			X					X						X			

Agency Name	County	Region	Description					Dispatch Band						Operational Band					
			Fire	EMS	Law Enfo.	Hosp.	Other	CB	FM	VHF	UHF	800	Other	CB	FM	VHF	UHF	800	Other
EMS - HUGOTON	STEVENS	SW		X															
EMS - MOSCOW	STEVENS	SW		X															
FIRE DEPT - HUGOTON	STEVENS	SW	X																
FIRE DEPT - MOSCOW	STEVENS	SW	X																
POLICE DEPT.	STEVENS	SW			X														
SV CO SHERIFF	STEVENS	SW			X														
WICHITA COUNTY SHERIFF DEPT	WICHITA	SW	X	X	X					X						X			

# **Appendix L**

## **Training**

### Formal initial training course for dispatchers, broken down by region

North East Region			South East Region		
Total population	1,299,832		Total population	196,108	
Total calls received per year	893,229		Total calls received per year	81,704	
# calls to those w/o initial training	18,484		# calls to those w/o initial training	26,344	
Number of surveys not returned	8		Number of surveys not returned	3	
	Number	Percent		Number	Percent
Require Formal Training	24	77.4%	Require Formal Training	6	54.5%
Do not require Formal Training	7	22.6%	Do not require Formal Training	5	45.5%

North Central Region			South Central Region		
Total population	133,843		Total population	805,007	
Total calls received per year	68,895		Total calls received per year	653,848	
# calls to those w/o initial training (0 of 1)*	0		# calls to those w/o initial training	1,200	
Number of surveys not returned	0		Number of surveys not returned	4	
	Number	Percent		Number	Percent
Require Formal Training	10	90.9%	Require Formal Training	15	93.8%
Do not require Formal Training	1	9.1%	Do not require Formal Training	1	6.3%

North West Region			South West Region		
Total population	101,005		Total population	152,623	
Total calls received per year	41,776		Total calls received per year	51,084	
# calls to those w/o initial training (6 of 8)*	2,930		# calls to those w/o initial training	3,238	
Number of surveys not returned	0		Number of surveys not returned	1	
	Number	Percent		Number	Percent
Require Formal Training	10	55.6%	Require Formal Training	13	76.5%
Do not require Formal Training	8	44.4%	Do not require Formal Training	4	23.5%

Statewide Data			Population affected by those agencies with no formal initial training course					
Total population	2,688,418		Region	>100,000	10,001-100,000	5,001-10,000	2,500-5,000	< 2,500
Total calls received per year	1,790,536		NE	0	4	2	1	0
# calls to those w/o initial training (23 of 26)*	52,196		NC	0	0	1	0	0
Number of surveys not returned	16		NW	0	0	3	4	1
	Number	Percent	SE	0	3	0	2	0
Require Formal Training	78	75.0%	SC	0	0	0	1	0
Do not require Formal Training	26	25.0%	SW	0	0	1	2	1

\* Not all agencies reported the number of calls they received

### Continuing education for dispatchers, broken down by region

North East Region			South East Region		
Total population	1,299,832		Total population	196,108	
Total calls received per year	893,229		Total calls received per year	81,704	
# calls to agencies w/o cont. edu. (17 of 19)*	636,269		# calls to agencies w/o cont. edu.	50,950	
Number of surveys not returned	8		Number of surveys not returned	3	
	Number	Percent		Number	Percent
Require Continuing Education	12	38.7%	Require Continuing Education	6	54.5%
Do not require Continuing Education	19	61.3%	Do not require Continuing Education	5	45.5%

North Central Region			South Central Region		
Total population	133,843		Total population	805,007	
Total calls received per year	68,895		Total calls received per year	653,848	
# calls to agencies w/o cont. edu. (5 of 7)*	31,372		# calls to agencies w/o cont. edu.	31,614	
Number of surveys not returned	0		Number of surveys not returned	4	
	Number	Percent		Number	Percent
Require Continuing Education	4	36.4%	Require Continuing Education	12	75.0%
Do not require Continuing Education	7	63.6%	Do not require Continuing Education	4	25.0%

North West Region			South West Region		
Total population	101,005		Total population	152,623	
Total calls received per year	41,776		Total calls received per year	51,084	
# calls to agencies w/o cont. edu. (9 of 10)*	20,764		# calls to agencies w/o cont. edu.	35,449	
Number of surveys not returned	0		Number of surveys not returned	1	
	Number	Percent		Number	Percent
Require Continuing Education	8	44.4%	Require Continuing Education	5	29.4%
Do not require Continuing Education	10	55.6%	Do not require Continuing Education	12	70.6%

Statewide Data			Population affected by those agencies with no continuing education					
Total population	2,688,418		Region	>100,000	10,001-100,000	5,001-10,000	2,500-5,000	< 2,500
Total calls received per year	1,790,536		NE	4	9	4	1	1
# calls to agencies w/o cont. edu. (52 of 57)*	806,418		NC	0	0	4	3	0
Number of surveys not returned	16		NW	0	1	2	5	2
	Number	Percent	SE	0	4	0	1	0
Require Continuing Education	47	45.2%	SC	0	2	1	1	0
Do not require Continuing Education	57	54.8%	SW	0	2	3	5	2

\* Not all agencies reported the number of calls they received



### Dispatchers required to complete training for pre-arrival instructions for EMS, broken down by region

North East Region			South East Region		
Total population	1,299,832		Total population	196,108	
Total calls received per year	893,229		Total calls received per year	81,704	
# calls w/o pre-arrival instructions (22 of 24)*	835,209		# calls w/o pre-arrival instructions	37,483	
Number of surveys not returned	8		Number of surveys not returned	3	
	Number	Percent		Number	Percent
Pre-arrival instructions	6	20.0%	Pre-arrival instructions	5	45.5%
No pre-arrival instructions	24	80.0%	No pre-arrival instructions	6	54.5%

North Central Region			South Central Region		
Total population	133,843		Total population	805,007	
Total calls received per year	68,895		Total calls received per year	653,848	
# calls w/o pre-arrival instructions (4 of 6)*	30,506		# calls w/o pre-arrival instructions	30,200	
Number of surveys not returned	0		Number of surveys not returned	4	
	Number	Percent		Number	Percent
Pre-arrival instructions	5	45.5%	Pre-arrival instructions	12	75.0%
No pre-arrival instructions	6	54.5%	No pre-arrival instructions	4	25.0%

North West Region			South West Region		
Total population	101,005		Total population	152,623	
Total calls received per year	41,776		Total calls received per year	51,084	
# calls w/o pre-arrival instructions (10 of 12)*	29,769		# calls w/o pre-arrival instructions	35,249	
Number of surveys not returned	0		Number of surveys not returned	1	
	Number	Percent		Number	Percent
Pre-arrival instructions	6	33.3%	Pre-arrival instructions	6	35.3%
No pre-arrival instructions	12	66.7%	No pre-arrival instructions	11	64.7%

Statewide Data			Population affected by those agencies with no pre-arrival instructions for EMS callers					
Total population	2,688,418		Region	>100,000	10,001-100,000	5,001-10,000	2,500-5,000	< 2,500
Total calls received per year	1,790,536		NE	4	12	5	2	1
# calls w/o pre-arrival instructions (57 of 63)*	998,416		NC	0	0	4	2	0
Number of surveys not returned	16		NW	0	0	3	7	2
	Number	Percent	SE	0	3	0	3	0
Pre-arrival instructions	40	38.8%	SC	0	1	1	1	1
No pre-arrival instructions	63	61.2%	SW	0	2	3	5	1

\* Not all agencies reported the number of calls they received

# **Appendix M**

## **Applicable Comments**

**Applicable Comments by Trauma Council Region**

**Question 8e: Describe agencies in the “other” that you dispatch for.**

NE	Utilities	1
	Citizen assistance	1
NC	Administrative	1
	Utilities	1
NW	Administrative	1
	Animal Control	1
SE	Animal Control	1
SC	Animal Control	1
SW	None listed	

**Question 9a: If your center does not provide services 24 hours per day, 7 days a week, describe how when and to whom duties are transferred.**

NE	NA	
NC	NA	
NW	Calls transferred to Police Department	1
SE	NA	
SC	NA	
SW	NA	

**Question 12e: Describe your radio communication systems in the “other” category.**

NE	Zetron	6
	Kenwood	1
	ORB COM	1
NC	Zetron	2
	Zetron/Kenwood	2
NW	Zetron	1
SE	Maxon	1
	Kenwood	1
	Zetron/Kenwood	1
	Custom Signals	1
SC	Zetron	4
	Kenwood	3
SW	ORBA Com	1
	Midland	1

**Question 13d: Describe the types of radio devices used by agencies in your area in the “other” category.**

NE	Pagers	2
	Mobile Command Center	1
NC	Plectrons	1
NW	NA	
SE	MDT	1
	Repeater	1
SC	Repeaters	1
	Scanners	1

Appendix M  
Applicable Comments

	Pagers	1
	MDT	1
SW	NA	

**Question 14: Describe the agencies your communications center serves in the “other” category.**

NE	First Responders	1
	Search/Rescue	1
	Wolf Creek Nuclear	1
	Internal University	1
	Road Dept./Hazmat	1
NC	NA	
NW	City crews	1
SE	NA	
SC	Emergency Management	1
	State Agencies	1
SW	Public Works/Road & Bridge	1

**Question 14: Describe the dispatch band of the agencies you serve in the “other” category.**

NE	900 mgz.	1
	Telephone	1
	VHF low	1
NC	Cellular phones	1
NW	NA	
SE	Phone	1
SC	NA	
SW	NA	

**Question 14: Describe the operation band of agencies you serve in the “other” category.**

NE	900 mgz.	1
	VHF low	1
NC	Cellular phone	1
NW	NA	
SE	NA	
SC	Fire phone	1
SW	NA	

**Question 16a: Describe operational concerns with radio communication between agencies you serve and a neighboring state.**

NE	Multiple frequency bands and limited common channels	1
	Unable to communicate car to car	1
	Coverage	1
	Unable to communicate on the radio	2
	Needs updated badly	1
NC	Unable to communicate	1
	Unable to communicate since they use low band and 800	2
NW	Unable to communicate with all departments	1
	No common channels	2
	Unable to communicate with other state agencies	1

**Applicable Comments**

- SE Unable to communicate by radio 1
- SE No radio contact 1
- SE Their VHF communications poses a problem 1
- SE Different frequencies 1
- SE No common frequencies 1
- SC Unable to communicate 2
- SC Can't always get them to answer the radio 1
- SC Unable to communicate only with Fire Dept 1
- SW Unable to communicate 3
- SW We are UHF and they are VHF 1

**Question 17a: Describe operational concerns with radio communication between agencies you serve and a neighboring county.**

- NE Static 1
- NE Can not communicate by radio with all yet 1
- NE Have KC Mutual Aid 1
- NE Can only talk with Fire Dept 1
- NE Can not talk to Sherrif Dept 1
- NE Different frequency bands in use 2
- NE Inability to communicate car to car 1
- NE Use of different operational bands 1
- NE Inter-operability 1
- NC Only able to communicate with cell phones 1
- NC Unable to communicate 1
- NC Able to communicate from patrol cars not dispatch center 1
- NC Some counties only have low band 1
- NC Can only communicate with telephone or scanning frequencies 1
- NW Limited to Mutual Aid 1
- NW Lack of common channels 1
- NW Officers not being able to communicate with each other 1
- NW Unable to communicate 1
- NW Different radio frequencies 1
- NW Several neighboring counties have 800 mgz. 1
- NW They operate on VHF 1
- NW Some counties have Mutual Aid, some have trunked systems 1
- SE Unable to communicate with three of the four 1
- SE Dispatchers can use inter-city, but officers on scene can not 1
- SE Problems with Mutual Aid situations 1
- SE Unable to communicate using main console 1
- SE Not all base stations have common frequencies 1
- SE Different frequencies 1
- SC Only able to communicate by phone 2
- SC Can't communicate directly since they have 800 mgz. 1
- SC Don't have same or common frequency 5
- SC We can switch to their frequency, but they don't have this ability 1
- SC Some UHF, some Motorola, some trunk, some Erickson trunked 1
- SW Not sure they can come to our frequencies 1
- SW Different bands 1

Appendix M  
Applicable Comments

Not all agencies have same radio frequencies 2  
We are UHF and they are VHF 1  
Neighboring counties on ultra high frequencies 1

**Question 23: Describe public safety scenarios where communications was a problem.**

- NE Communication cut off before we could obtain location and number 1  
Receiving cell calls from other states and counties and caller doesn't know where they are 1  
Other agencies skip covering our radio traffic 1  
Busy signals received on truck system and terrain limitations 1  
Not able to hear officers or fire on reservation 1  
Cell phones do not work in all areas of the county 1  
We must supply portable radios to responders from neighboring counties since their portables can't communicate with ours 1  
Cell calls and areas in county where our radio communication is poor 1  
Losing communication with cell phone callers 1  
Cellular calls from other counties 1  
Lack of ALI for wireless calls 1  
Cell phone calls not clear and we don't know where caller is 1  
Cell calls hit the nearest tower which may not be in our county 1  
Quality of connection is poor 1
- NC Tower availability causes officers to move locations 1  
Cellular 911 calls bounce from one county to another 2  
No location, no call back number 1  
Poor reception of cell tower 1  
Lack of wireless phase II creates problem trying to identify caller 1
- NW Unable to locate cell phone caller 2  
Cell phone number not displayed on 911 logger 1  
Lack of towers and problem with terrain 1  
911 cellular calls don't come through the 911 system, but are routed to a 7 digit line 1  
Losing connection with wireless phones 1  
Receiving calls wanting another county and having to transfer them. We can not transfer these calls if we put them on hold 1  
Losing connection with caller 1
- SE Cell phone calls – disconnects, outside area, prank calls 1  
Lack of repeater for fire frequency using portable radios 1  
Unable to talk to everyone on one channel during a tornado 1  
Cell phone calls outside the city cut out 1  
Problems communicating with field units in low areas 1
- SC Unable to communicate with other state or county agencies during an accident or fire near the county or state line 1  
Too many people on one channel 1  
911 calls from far away 1  
Poor reception and caller does not know where they are 1  
Emergency backup system did not switch over quickly 1  
Don't get the numbers and receive calls from other counties 1  
Caller does not know where they are 2  
Mutual Aid Fires with surrounding counties location on cellular callers 1  
During a gas line and infiltration problem, units not cooperating on one channel 1

Appendix M  
**Applicable Comments**

- SW Unable to locate cell caller 1
- Out of area calls/weak signals/disconnects 1
- Cell calls going to wrong county 1
- Unable to obtain cell phone number on screen correctly 1
- Unable to track or locate 911 calls/radio problems when near state line 1

**Question 24a: Describe plans to change your communication system in near future.**

- NE Update equipment 2
- Phase II compatible 1
- Phase II wireless implementation 2
- Phase I and II wireless and MDT's 1
- Phase I and II wireless 1
- New towers 2
- Joint effort with neighboring police departments to share UHF coverage area 1
- Current VHF system nearing end of lifespan, not sure what will be changing to 1
- Implement and upgrade to E911 1
- New consoles 2
- Trying to get all agencies in county on the 800 system with enough channels 1
- NC Radio pager upgrade 1
- Update all communication equipment 1
- Implement wireless Phase II, install mobile data and AVL in public safety units 1
- Add another frequency and base station for law enforcement 1
- NW Have more control and base station capabilities 1
- Additional repeaters 1
- New radio system 1
- Update CAD and develop mapping system for Phase II wireless 1
- SE County wide CAD – RM and silent dispatch 1
- Upgrade to E911 1
- Building new law enforcement center with new dispatch area 1
- Going enhanced 1
- Install new console and 100 watt repeater 1
- SC Update dispatch by implementing CAD and records management system 1
- Either go to 800 mgz. or revamp current VHF system 1
- Install 2 more trunks for cell phone reception, including being able to receive their phone numbers and positions. Also obtain map with position capabilities 1
- Phase II wireless, upgrade dispatch consoles 1
- Tie 3 EDACS together so agencies may monitor each other 1
- Change E911 to handle wireless 911 Phase I and II 1
- SW 911 Phase I 1
- New radio equipment 1
- Upgrade dispatch console 1

**Question 28a: How many hours and what types of continuing education do you require?**

- NE Medical EMD 1
- Combination of internal and external training 4
- NC Combination of internal and external training 1
- 24 hours every 2 years 1
- NW NA

**Applicable Comments**

- SE EMD related 8 year recertification 1  
Monthly call review 1
- SC EMD recertification requirements 1  
Combination of internal and external training 2  
Either in-house or external training 1
- SW EMD 1  
NCIC and EMD 1

**Question 29a1: What EMD program used by your agency was in the “other” category?**

- NE NA
- NC NA
- NW NCI 1
- SE NCI National Communication Institute 1
- SC Priority Dispatch 1
- SW NA

**Question 29b: If you do not require dispatchers to complete a pre-arrival training program, do you think this program would be beneficial to your operation?**

- NE Soon will implement APCO’s EMD program 1  
We need to get recertified. Our APCO certified instructor left 1  
We would like to be EMD certified, but don’t have the funds 1  
Absolutely not 1  
Do not have the manpower for EMD dispatching 1  
The secondary PSAP at Jo Co 911 does this 1  
All medical calls are transferred to AMR and they provide it 1  
Most definitely a benefit, but we need funding or free training 1
- NC Not enough employees to cover training 1  
Would let EMS personnel have better knowledge of emergencies 1  
EMD required at one time, but was eliminated with cost cutting 1
- NW We get the training when possible, but expensive and offered too far away 1  
Small community law enforcement officers are EMT’s 1  
Budget and staffing do not allow training 1  
Would be a boon to our county. Would increase county resident’s confidence in the dispatch. 1  
Not feasible at this time due to money shortage 1
- SE Not enough staff for EMD 1  
Use to have EMD dispatchers, but last Sheriff did not allow recertification 1
- SC But funding is an issue 1  
We would not use it enough and liability is a concern 1  
We have only one dispatch on duty at a time and they have many duties 1
- SW We have the ability to link callers directly to our ER 1  
All full time dispatchers used to be EMD certified. It is no longer a requirement 1  
EMS responds very fast and there is only one dispatcher on at a time 1

**Item 30: Please feel free to make additional comments regarding the needs of your communications dispatch center.**

- NE State needs to realize need for good training and provide funds or send state qualified trainers to the departments 1



Appendix M  
**Applicable Comments**

- Wireless phone availability without system overload. Area in county with radio gaps 1
- Budget constraints: Can't maintain enough personnel/need better pay 1
- Would not support the use of a statewide communication plan at the expense to our county 1
- We need a larger radio and we need caller id phones 1
- We have a lack of timeliness due to interoperability problems (not having common radio channels) 1
- Statewide communication plan is way overdue 1
- Require continuing education within limits of budget and training availability 1
- NC Funding for training is a problem 1
- Need repeater capability since some parts of county have dead spots/higher wages 1
- NW We have a shared system, but hope to change to stand alone system with base station 1
- Need more money for equipment and training 1
- Do not require continuing education, but feel at least 24 hours annually is needed to keep up with changes 1
- Support statewide communication plan if paid by state 1
- Funding for wireless 911 is very important to us 1
- SE Need more personnel 1
- Statewide communication plan needs to be state funded 1
- Any additional training would be good/would like to see mandatory training for dispatch 1
- We desperately need a recording system 1
- SC EMD should be revised for small agencies that do not get that many EMS calls, i.e. protocols are too long. We don't use the cards enough to be proficient. 1
- We need to change our communication system, but don't have the money 1
- Our county 911 tax dropped \$10,000 – \$12,000 last year 1
- Would support a statewide communication plan if state funded 1
- There is a need to update the radio equipment 1
- SW Education is costly and we don't always have the funding for the training other than EMD. Travel is another issue for training 1
- GPS would aid in wireless 911 calls so we can locate callers who are not familiar with our town and county 1
- Lack of towers for wireless communications 1